SOLUTIONS WEST
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US PRICE LIST 2008

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OVERVIEW

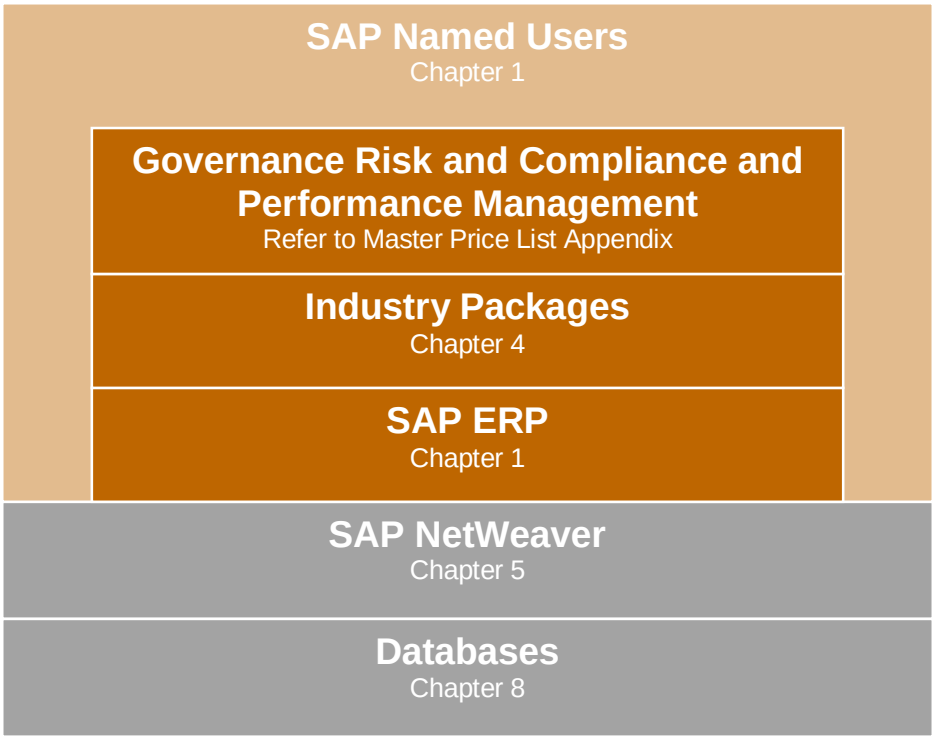
SAP Named Users
Chapter 1
Governance Risk and Compliance and Performance Management
Refer to Master Price List Appendix
Industry Packages
Chapter 4
SAP ERP
Chapter 1
SAP NetWeaver
Chapter 5
Databases
Chapter 8

TABLE OF CONTENT

Overview 2
Table of Content 3
I. Prices 7
Preface 8
A. Software 9
1. SAP Applications 9
1.1. SAP Application Users 9
1.2. SAP Platform Users (SAP Application) 9
1.3. ERP Package 9
2. SAP Business Suite (solution suite) and SAP solutions (individual solutions) 10
2.1. SAP Business Suite Users 10
2.2. SAP solution Users 10
2.3. SAP Platform Users (SAP) 10
3. Product Options applying to SAP ERP 11
3.1. Sales/ Service Order Processing 11
3.2. Purchase Order Processing 11
3.3. Payroll Processing 12
3.3.1. Reserved 12
3.4. e-Recruiting 13
3.5. SAP Learning Solution 13
3.6. SAP Enterprise Learning Environment 13
3.7. FSCM- Biller Direct, Dispute, Credit and Collections Management 14
3.8. Treasury – SAP Treasury and Risk Management 15
3.9. Treasury – SAP In-house Cash 15
3.10. Treasury – SAP Bank Communication Management 16
3.11. SAP Real Estate Management 16
3.12. Environment, Health & Safety 16
3.13. SAP REACH Compliance 16
3.14. SAP Incentive and Commissions Management (ICM) 17
3.15. SAP Work Clearance Management 17
3.16. SAP Recycling Administration 18
4. Industry Packages 19
Manufacturing Industries 19
4.1. SAP for Aerospace & Defense 19
4.2. SAP for Automotive 22
4.3. SAP for Chemicals 27
4.4. SAP for Consumer Products 30
4.5. SAP for Engineering, Construction & Operations 35
4.6. SAP for High Tech 36
4.7. SAP for Industrial Machinery and Components (IM&C) 41
4.8. SAP for Life Sciences 44
4.9. SAP for Mill Products 48
4.10. SAP for Mining 52
4.11. SAP for Oil and Gas 54
Trading Industries 57
4.12. SAP for Retail and Wholesale Distribution 57
Service Industries 65
4.13. SAP for Airlines 65
4.14. SAP for Logistic Service Providers 67
4.15. SAP for Media 69
4.16. SAP for Postal Services 72
4.17. SAP for Professional Services 74
4.18. SAP for Railways 76
4.19. SAP for Telecommunications 78
4.20. SAP for Utilities 81
Public Services 84

4.21. SAP for Public Sector 84
4.22. SAP for Defense and Security 87
4.23. SAP for Healthcare 88
4.24. SAP for Higher Education & Research 89
Financial Services 90
4.25. SAP for Banking 90
4.26. SAP for Insurance 105
5. SAP NetWeaver 110
5.1. SAP NetWeaver Application Specific Runtime License and Related Product Options 110
5.1.1. SAP Exchange Infrastructure (SAP XI) 110
5.1.1.1 SAP XI Base Engine 110
5.1.1.2 Adapters 111
5.1.1.3 SAP Business Packages (Adapter and Mapping by SAP) 111
5.1.2. SAP Master Data Management 113
5.1.3. OpenHub 115
5.1.4. BeX Broadcaster 115
5.1.5. SAP NetWeaver Records Management 116
5.1.6. Reserved 116
5.1.7. Reserved 117
5.1.8. SAP NetWeaver Enterprise Search 117
5.1.9. Reserved 117
5.1.10. Reserved 117
5.1.11 Reserved 118
5.1.12 SAP Partner Connectivity Kit 118
5.1.13 Reserved 118
5.2. SAP NetWeaver Full Use License 119
6. Supplementary Products 120
6.1. General Products 120
6.1.1. SAP Marketing 120
6.1.2. SAP Sales Management 121
6.1.3. SAP Service Management 121
6.1.4. SAP Resource and Portfolio Management (SAP RPM) 121
6.1.5. SAP Contract Lifecycle Management (SAP CLM) 122
6.1.6. SAP Cost and Quotation Management (SAP CQM) 123
6.1.7. SAP Manufacturing Integration and Intelligence (SAP MII) 123
6.1.8. SAP Lean Planning Operations (SAP LPO) 123
6.1.9. SAP Auto ID Infrastructure 124
6.1.10. SAP Auto ID Enterprise 124
6.1.11. SAP Test Data Migration Server (TDMS) 124
6.1.12. Interfaces to SAP Business One 125
6.1.13. Reserved 125
6.2. 3rd Party Products 126
6.2.1. SAP Business Profitability Manager by Acorn Systems (⊡) 126
6.2.2. SAP Manufacturing Execution by Visiprise (⊡) 126
6.2.3. SAP Talent Visualization by Nakisa (⊡) 127
6.2.4. Reserved 129
6.2.5. Reserved 129
6.2.6. Reserved 129
6.2.7 Reserved 129
6.2.8. Reserved 130
6.2.9. SAP NetWeaver Adapters 131
6.2.10. Reserved 133
6.2.11. IBM Content Manager/ Common Store (Multi-platform) (⊡) 133
6.2.12.Interactive Forms based on Adobe (⊡) 133
6.2.13. SAP Central Process Scheduling by Redwood (⊡) 134
6.2.14. SAP LoadRunner by HP (⊡) 134
6.2.15. SAP NetWeaver Conversion Agent by Informatica (⊡) 135
6.2.16. SAP Paybacks and Chargebacks by Vistex (⊡) 135

6.2.17. SAP Incentives Administration by Vistex (⊡) ... 135
6.2.18. Reserved ... 136
6.2.19. SAP Quality Center by HP (⊡) ... 136
6.2.20. Reserved ... 136
6.2.21. SAP Archiving by Open Text (⊡) ... 136
6.2.22. SAP Document Access by Open Text (⊡) ... 136
6.2.23. SAP Acrobat Connect Professional Meeting by Adobe (⊡) ... 137
6.2.24. SAP Acrobat Connect Professional Learning by Adobe (⊡) ... 137
6.2.25. SAP Business Designer by IDS Scheer (⊡) ... 138
6.2.26. SAP Business Server and Publisher by IDS Scheer (⊡) ... 138
6.2.27. SAP Enterprise Modeling by IDS Scheer (⊡) ... 139
6.2.28. SAP Business Process Optimization by IDS Scheer (⊡) ... 139
6.2.29. SAP Process Performance Management by IDS Scheer (⊡) ... 139
6.2.30. Reserved ... 140
6.2.31. Reserved ... 141
6.2.32. Reserved ... 142
6.2.33. Reserved ... 142
6.2.34. Reserved ... 142
6.2.35. SAP User Experience Management by Knoa (⊡) ... 143
7. Country Specific ... 143
7.1. Country Surcharges ... 143
7.2. Country Specific Functionality ... 143
8. Database Pricing ... 144
8.1. Oracle Real Application Cluster (Oracle RAC) ⊡ ... 144
B. Support Offerings ... 145
1. SAP Enterprise Support ... 145
2. SAP Standard Support ... 146
3. SAP Safeguarding ... 146
4. SAP MaxAttention™ ... 146
5. SAP Premium Support ... 146
6. SAP Solution Manager ... 146
6.1. SAP Solution Manager Extended Service Desk ... 147
6.2 SAP Solution Manager – Adapter for SAP Quality Center by HP ... 148
6.4 SAP Test Acceleration and Optimization (TAO) ... 148
C. SAP Financing ... 149
II. TERMS AND CONDITIONS ... 150
A. Fundamentals ... 151
1. Introductory Notes ... 151
2. Basic Principles of Software Licensing ... 151
2.1. Named Users ... 151
2.1.1. SAP Application User Categories ... 151
2.1.2. SAP Business Suite / SAP solution User Categories ... 152
2.1.3. SAP NetWeaver User Categories ... 153
2.1.4. SAP Platform User Categories ... 153
2.2. Product Options, Industry Packages and Supplementary Products ... 154
2.3. Use ... 154
2.4. SAP Applications ... 155
2.5. Individual SAP solutions and SAP Business Suite ... 155
2.6. SAP NetWeaver ... 155
2.7. Country Surcharges ... 156
3. Reserved ... 156
4. Contract Price ... 156
5. Contract Types ... 157
5.1. Purchase Contracts and Perpetual License ... 157
6. Currency and Taxes ... 157
B. MAINTENANCE AND SUPPORT ... 158
1. Maintenance Phases and Support Offerings / SAP Standard Support and SAP Enterprise Support 158
1.1. Maintenance Phases ... 158

1.1.1. MAINSTREAM MAINTENANCE 158
1.1.2. EXTENDED MAINTENANCE 158
1.1.3. CUSTOMER-SPECIFIC MAINTENANCE 158
1.2. SAP Enterprise Support 159
1.2.1 Definitions 159
1.2.2 Scope of SAP Enterprise Support 159
1.2.3 Global Message Handling and Service Level Agreements (SLA) 160
1.2.4 SAP Support Advisory Center 163
1.2.5 Continuous Quality Checks 164
1.2.6 Solution Manager Enterprise Edition 164
1.2.7 Preconditions for SAP Enterprise Support 164
1.2.8 Termination of SAP Enterprise Support 165
1.3. SAP Standard Support 165
1.4 Special Notice 165
2. SAP MaxAttention™ 166
3. SAP Safeguarding 167
4. Customer Competence Center 167
5. SAP Solution Manager 168
5.1 Usage of SAP Solution Manager Enterprise Edition by SAP Enterprise Support Customers 168
5.2 Usage of the SAP Solution Manager Standard Edition by SAP Standard Support Customers 169

NOTE: pricing for all products for GRC, PM and Business Objects can be found inthe following document:
Master Price List 2008 Appendix –
Governance, Risk and Compliance, Performance Management, and Business Objects

I. PRICES

PREFACE

- **Third party products are marked with the symbol (⊡). Availability and pricing of Third Party software is subject to change by SAP upon notice from such third parties.**
- Not all SAP product components, particularly industry specific components, are available in all countries and languages.
- Certain software identified herein has specific hardware and software dependencies. All software/hardware requirements to access or use any Software licensed from SAP are the exclusive responsibility of the customer. Certain product components and certain Software Engines may not operate on the same computer.
- The fees or charges set forth herein are in USD and do not include federal, state or local sales, use, property, excise, service or other taxes. Software and maintenance fees are taxable in most States and the customer will be invoiced for such tax on the applicable Software and Maintenance invoice. **The customer is responsible for obtaining its own tax advice.**

A. SOFTWARE

1. SAP Applications

The items mentioned in this chapter 1. SAP Application Named User types are not available to SAP Business Suite and/or SAP solution customers. **See Section II – Terms and Conditions for Definitions of User types.**

1.1. SAP Application Users

SAP Application Named User	Prices (USD)				
	Developer	Professional	Limited Professional	Employee	ESS[1]
	9,000	4,800	1,950	600	187.50

1.2. SAP Platform Users (SAP Application)

SAP Platform Named User	Prices (USD)				
		Professional	Limited Professional	Employee	ESS
		3,000	1,500	375	150

1.3. ERP Package

ERP Package	Price (USD)
	24,000
ERP Package is comprised of the previous SAP ERP solution and includes five (5) SAP Application Professional Users	

[1] ESS = Employee Self Service User

2. SAP Business Suite (solution suite) and SAP solutions (individual solutions)

The items mentioned in this chapter 2. SAP Business Suite and SAP solutions (individual solutions) are only available for licensing to **existing** SAP Business Suite and/or SAP solution customers. **See Section II – Terms and Conditions for Definitions of User types.**

2.1. SAP Business Suite Users

SAP Business Suite Named User	Prices (USD)				
	Developer	Professional	Limited Professional	Employee	ESS[2]
	9,000	5,700	2,250	600	187.50
For SAP Business Suite at least 25% of the customer's employee base needs to be licensed as Named Users.					

2.2. SAP solution Users

SAP solutions Named User	Prices (USD)				
	Developer	Professional	Limited Professional	Employee	ESS
SAP ERP	9,000	4,800	1,950	600	187.50
SAP Customer Relations. Mgmt.	9,000	7,500	2,475	n.a.	n.a.
SAP Supply Chain Mgmt.	9,000	7,500	3,750	n.a.	n.a.
SAP Supplier Relationship Mgmt.	9,000	4,500	1,500	525	n.a.
SAP Product Lifecycle Mgmt.	9,000	5,550	2,250	n.a.	n.a.
Minimum license fee for SAP solutions corresponds to the list price of ten (10) Professional Users for such solution.					

2.3. SAP Platform Users (SAP)

SAP Platform Named User (***)	Prices (USD)				
		Professional	Limited Professional	Employee	ESS
		3,000	1,500	375	150

(***) Product Options are to be licensed in addition to SAP Platform Users.

[2] ESS = Employee Self Service User

3. Product Options applying to SAP ERP

Product Options are to be licensed in addition to SAP Application, SAP Business Suite or SAP Solution Named Users. That is, unless otherwise stated herein, a user accessing a Product Option must be licensed as Named User, too. Such Named Users may access Product Options to the extent of their licensed user category.

3.1. Sales/ Service Order Processing

Summing up the partial amounts in each zone yields the list price license fee.

	Number of orders/year	Price per order (USD)	Max. cumulated price (USD)
Sales/ Service Order Processing	<= 25,000	1.5	37,500 (Minimum license fee)
	25,001 – 100,000	0.75	93,750
	100,001 – 1,000,000	0.525	566,250
	1,000,001 – 3,000,000	0.30	1,166,250
	3,000,001 – 7,000,000	0.15	1,766,250
	7,000,001 – 15,000,000	0.075	2,366,250
	> 15,000,000	0.03	2,366,250+ (n > *than 15,000,000) times* 0.03
The pricing for Sales/ Service Order Processing is based on the total number of externally created sales and service orders processed per year. Externally created orders are those orders that are not entered by a Named User.			

3.2. Purchase Order Processing

Summing up the partial amounts in each zone yields the list price license fee.

	Number of orders/year	Price per order (USD)	Max. cumulated price (USD)
Purchase Order Processing	<= 25,000	1.50	37,500 (Minimum license fee)
	25,001 – 100,000	0.75	93,750
	100,001 – 1,000,000	0.525	566,250
	1,000,001 – 3,000,000	0.30	1,166,250
	3,000,001 – 7,000,000	0.15	1,766,250
	7,000,001 – 15,000,000	0.075	2,366,250
	> 15,000,000	0.03	2,366,250 + (n > *than 15,000,000) times* 0.03
The pricing for Purchase Order Processing is based on the total number of externally created purchase orders processed per year. Externally created orders are those orders that are not entered by a Named User. **This product should be licensed when 3rd party purchasing systems are interfaced to ERP solution components.**			

3.3. Payroll Processing

Payroll Processing	For n units of 500 Master Records	Price per unit (USD)	Price formula (USD)
	"n" units	11,250	n * 11,250
Payroll Processing considers the trade union, best business practices and legal requirements of a particular country that are part of the calculation of the salary that every employee gets per payroll period. A master record represents one contractual relationship between the company and an employee whose payroll is being calculated. Note, that payroll processing for the USA requires partner software that is subject to additional license fees. See 3.3.1			

3.3.1. Reserved

3.4. e-Recruiting

e-Recruiting	For n units of 500 employees*	Price per unit (USD)	Price formula (USD)
	"n" units	22,500	n * 22,500
Metric is for the total number of company employees. The e-recruiting engine license covers the on-line processes associated with external candidates such as registering their profile into the talent pool and applying for posted jobs on the corporate website. External candidates do not require a Named User license. Employees who register their profile and apply for internal jobs must be licensed as Employee Users. Recruiters, managers, and other users that access the recruiting and succession management processes require the necessary Named User licenses.			

3.5. SAP Learning Solution

SAP Learning Solution	For n units of 500 learners	Price per unit (USD)	Price formula (USD)
	"n" units	45,000	n * 45,000

3.6. SAP Enterprise Learning Environment

SAP Enterprise Learning Environment	For n units of 500 learners	Price per unit (USD)	Price formula (USD)
	"n" units	60,000	n * 60,000
"SAP Enterprise Learning Environment" includes the capabilities covered by Adobe Connect Meeting for use as a virtual classroom environment (for usage with "SAP Enterprise Learning Environment" only)			

3.7. FSCM- Biller Direct, Dispute, Credit and Collections Management

SAP Financial Supply Chain Management - Biller Direct, Dispute, Credit and Collections Management comprises:

- SAP Biller Direct
- SAP Dispute Management
- SAP Credit Management
- SAP Collections Management.

The list price license fee is derived from the table and **adding the base price of 90,000 USD for each of the licensed FSCM components** licensed yields the list price license fee for SAP FSCM.

	Number of active customers and vendors	Price per customer or vendor (USD)	Price formula (USD) ****the base price of 90,000 USD for each of the licensed FSCM components needs to be added to the final pricing**
SAP FSCM – Biller Direct, Dispute, Credit and Collections Mgmt	<= 25,000	7.50	n * 7.50
	25,001 to 100,000	3.75	187,500 + (n – 25,000) * 3.75
	100,001 to 500,000	1.50	468,750 + (n – 100,000) * 1.50
	500,000 + n	0.75	1,068,750 + (n – 500,000) * 0.75
SAP Financial Supply Chain Management – Biller Direct, Dispute, Credit and Collections Management (SAP FSCM) is priced based on the total number of active customers and vendors, which are defined as customer vendor master records with financial transactional data within the last 2 years.			

3.8. Treasury – SAP Treasury and Risk Management

Treasury – SAP Treasury and Risk Management	For n units of 100 Million USD company revenue	Price per unit (USD)	Price formula (USD)
	"n" units	7,500	90,000 + n * 7,500

"Use of "Treasury – SAP Treasury and Risk Management" is limited to a maximum of a hundred (100) active, investment-related security classes in the securities area. In case a larger number of security classes are required, the Industry Package SAP Investment Management for Insurance and/ or SAP Investment Controlling for Insurance have to be licensed."

Treasury – SAP Treasury and Risk Management (Public Sector)	For n units of 100 Mio USD Operating Budgets	Price per unit (USD)	Price formula (USD)
	"n" units	7,500	90,000 + n * 7,500

Treasury – SAP Treasury and Risk Management (Defense & Security)	For n units of 20 Mio USD Program Budget	Price per unit (USD)	Price formula (USD)
	"n" units	7,500	90,000 + n * 7,500

3.9. Treasury – SAP In-house Cash

Treasury - SAP In-House Cash	For n business partner	Price per unit (USD)	Price formula (USD)
	"n" units	7,500	90,000 + n * 7,500
Business partners are master records for counter-parties, subsidiaries, or headquarters with financial transactional data within the last 2 years.			

3.10. Treasury – SAP Bank Communication Management

	For n active customers, vendors, and business partners	Price per customer or vendor or business partner (USD)	Price formula (USD)
Treasury – SAP Bank Communication Management	Up to 25,000	7.50	90,000 + n * 7.50
	25,001 to 100,000	3.75	277,500 + (n – 25,000) * 3.75
	100,001 to 500,000	1.50	558,750 + (n – 100,000) * 1.50
	500,000 + n	0.75	1,158,750 + (n – 500,000) * 0.75
Treasury - SAP Bank Communication Management is priced based on the total number of active customers, vendors and business partners, which are defined as customer vendor business partner master records with financial transactional data within the last 2 years. Treasury - SAP Bank Communication Management includes SAP Integration Package for SWIFT.			

3.11. SAP Real Estate Management

	For n users	Price per User (USD)	Price formula (USD)
SAP Real Estate Management – Office, Retail and Industrial Property Management	up to 5	-	90,000 *Base price*
	Above 5	9,000	90,000 + (n – 5) * 9,000
The price metric refers to all users managing office, retail and industrial property and similar portfolios. It is applied for both, owned and operated space, and includes commercial as well as corporate real estate management.			

	For n units of 1,000 rental units	Price per unit (USD)	Price formula (USD)
SAP Real Estate Management – Residential Property Management	"n" units	18,000	N * 18,000
Residential use refers to all property where people live in their private time such as flats, apartments, houses, etc. A rental unit can be an apartment, flat, or house and related garages, or parking space that are used by residential tenants. This price list entry is applied to professional real estate companies such as housing companies and all other companies managing residential used space (e.g. a company providing residential space to their employees).			

3.12. Environment, Health & Safety

	For n units of 100 million USD revenue	Price per unit (USD)	Price formula (USD)
Environment, Health & Safety	1	———	37,500 *Base price*
	Above 1	25,500	37,500 + (n – 1) * 25,500
Note that SAP does not support dangerous goods/ hazardous material checks (particularly with regard to class 1 and 7) and therefore does not deliver any such checks with its software. The customer shall be responsible for reviewing any dangerous goods/ hazardous material checks made by using SAP software. Industry specific pricing is available upon request.			

3.13. SAP REACH Compliance

SAP REACH	For n units of 100 Mio USD Revenue	Price per unit (USD)	Price formula (USD)

Compliance	1	37,500	*Base price 37,500*
	Above 1	25,500	37,500 + (n – 1) * 25,500
SAP REACH Compliance includes the usage rights of the following EH&S functionality for usage in conjunction with SAP REACH Compliance only: substance data base, specification management, substance volume tracking, and the IUCLID5 interface.			

3.14. SAP Incentive and Commissions Management (ICM)

	For n units of commission recipients	Price per unit (USD)	Price formula (USD)
SAP Incentive and Commissions Management	Up to 50	30,000	30,000
	51 – 250	600	30,000 + (n-50) * 600
	251 – 1,000	450	150,000 + (n - 250) * 450
	Above 1,000	375	487,500 + (n – 1,000) * 375

Commission recipients are persons or companies which receive payments of any type via ICM (existing commission contract).
Commission recipients whose annual payment is less than 750 USD will only be counted as a half (50%).
Commission recipients whose annual payment exceeds 75,000 USD will be counted as a new commission recipient for every 75,000 USD of a disbursement.
By taking the annual disbursement amount divided by 75,000 USD and rounded up yields the number of units of commission recipients that are relevant for the price list.
The list price comprises the management of the basic elements commission recipients and contracts, as well as the basic processes valuation, remuneration, closing, and settlement. What is more, the option price comprises further functionalities such as manual commission posting, bonus calculation, and target agreement management. Excluded is the functionalities portfolio assignment, credentialing, and risk reduction strategies (actual commissioning and liability management). In case such functionalities are required the corresponding industry package has to be licensed.

3.15. SAP Work Clearance Management

	For n plants	Price per plant (USD)	Price formula (USD)
SAP Work Clearance Management	"n" units	75,000	n * 75,000

A plant is a physical power plant or a network location.

3.16. SAP Recycling Administration

SAP Recycling Administration	For n units of 1 Mio. USD company revenue	Price formula (USD)
	Up to 100	*Base price* 30,000
	101 to 250	75,000
	251 to 500	150,000
	501 to 1,000	225,000
	1,001 to 5,000	450,000
	5,001 to 10,000	600,000
	10,001 to 30,000	900,000
	Above 30,000	1,200,000
Definition of metrics relevant for this Package: annual company revenue. Functional support for any local or legal requirements for any of these solution components does not fall under the purview of the standard maintenance agreement. A separate service agreement has to be concluded for this purpose.		

SAP Recycling Administration for Defense and Security	For n units of 200,000 USD Program Budget	Price formula (USD)
	Up to 20	*Base price* 30,000
	21 to 50	75,000
	51 to 100	150,000
	101 to 200	225,000
	201 to 1,000	450,000
	1,001 to 2,000	600,000
	2,001 to 6,000	900,000
	Above 6,000	1,200,000
Definition of metrics relevant for this Package: annual program budget. Functional support for any local or legal requirements for any of these solution components does not fall under the purview of the standard maintenance agreement. A separate service agreement has to be concluded for this purpose.		

4. Industry Packages

All Industry Packages are recommended packages for the relevant industry only. Licensing of certain Industry Packages for another industry might be applicable and is possible.

For SAP Application customers the licensing of certain Industry Packages require licensing of the ERP Package as a pre-requisite (exceptions from this rule are marked with the symbol (*) in the tables below. **SAP solution customers who have previously licensed certain SAP Solutions, excluding SAP ERP, need to have the appropriate Named User licensed to access certain Industry Packages.**

For complete lists and details of key functions provided within an industry portfolio please refer to the product documentation. Industry Packages are to be licensed in addition to Named Users. That is, unless otherwise stated herein, a user accessing Industry Packages must be licensed as a Named User too (exceptions from this rule are marked with the symbol (**) in the tables below). Such Named Users may access Industry Packages to the extent of their licensed user category.

Manufacturing Industries

4.1. SAP for Aerospace & Defense

	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
SAP Sales Management for Aerospace & Defense (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Extended Sourcing for Aerospace and Defense (*)	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back ends. Definition of metric(s) relevant for this Industry Package: Spend volume is the amount of the company's annual spend for direct and indirect goods and services. Back ends are ERP systems to which the industry package is connected.			

	For n units of 1,000 B2B campaign contacts	Price per unit (USD)	Price formula (USD)
SAP Marketing for Aerospace & Defense (*)	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of B2B campaign contacts is calculated by multiplying the number of B2B campaigns per year with the average target group size. B2B campaigns are all executed B2B campaigns which are modeled, in execution or complete in the SAP CRM system.			

	For n locations	Price per location (USD)	Price formula (USD)
SAP Demand and Supply Planning for Aerospace & Defense	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for Aerospace & Defense	Up to 250	75,000
	251 – 500	150,000
	501 – 1,000	300,000
	1,001 – 5,000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n partner locations	Price per unit (USD)	Price formula (USD)
SAP Logistics and Fulfillment for Aerospace & Defense	Up to 10	--	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,000 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Aftermarket Service Management for Aerospace & Defense	Up to 50	-	105,000 *Base price*
	51 to 1,000	750	105,000 + (n – 50) * 750
	Above 1,000	600	817,500 + (n – 1,000) * 600
Definition of metric(s) relevant for this Industry Package: Service requests are the annual number of all service related inquiries; service process types include cases, complaints, warranty claims and service orders.			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for Aerospace & Defense	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

SAP Defense MILSTRIP Purchase	Price (USD)
	1,125,000

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Aerospace & Defense	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

4.2. SAP for Automotive

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Extended Sourcing for Automotive (*)	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Purchasing for Automotive (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Demand and Supply Planning for Automotive	For n locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

	For n partner locations / partners	Price per partner location / partner (USD)	Price formula (USD)
SAP Lean Manufacturing for Automotive	Up to 5	-	45,000 *Base price*
	6 to 50	9,000	45,000 + (n – 5) * 9,000
	51 to 500	4,125	450,000 + (n – 50) * 4,125
	Above 500	900	2,306,250 + (n - 500) * 900
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file of the SNC solution (ICH), as well as all connected JIT/JIS-partners (Just-in-time/Just-in-sequence) in the table JITCU. The base price package contains 50,000 in-bound JIT/JIS calls per year. Each further licensed partner permits the processing of additional 20,000 in-bound JIT/JIS calls per year. The Partner locations / partners are counted per plant of the customer to calculate the license fee.			

	Plants		
	Number of employees per plant		Price per plant (USD)
	Up to 250		75,000
	251 – 500		150,000
	501 – 1,000		300,000
	1,001 – 5,000		600,000
	Above 5,000		1,500,000
	Products with value < 7,500 USD		
SAP Sequenced Manufacturing for Automotive	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 100	9,000	n * 9,000
	101 to 1,000	2,250	900,000 + (n – 100) * 2,250
	Above 1,000	1,500	2,925,000 +(n – 1,000) * 1,500
	Products with value > 7,500 USD		
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 100	12,000	n * 12,000
	101 to 1,000	3,000	1,200,000 + (n – 100) * 3,000
	Above 1,000	2,250	3,900,000 +(n – 1,000) * 2,250
The total price is the sum of the prices based on plants and number of products Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant. The definition of products is the number of finished items planned in the rapid planning matrix, sequencing table and / or model mix planning.			

SAP Vehicle Management for Automotive	For n units of 25,000 vehicles	Price per unit (USD)	Price formula (USD)
	1	-	90,000 *Base price*
	Above 1	75,000	90,000 + (n –1) * 75,000
	The above price levels apply to the basic functionality of the package. For use of the advanced functionality, which includes reservation planning and event management, the pricing is on request.		
Definition of metric(s) relevant for this Industry Package: Number of finished items ordered in one year. Finished items are vehicles and major assemblies like engines, axles, and transmissions.			

SAP Marketing for Automotive (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Aftersales Support for Automotive	For n units of 1,000 service orders and warranty claims	Price per unit (USD)	Price formula (USD)
	Up to 50	-	105,000 *Base price*
	51 to 1,000	750	105,000 + (n – 50) * 750
	1,000 + n	600	817,500 + (n – 1,000) * 600
Definition of metric(s) relevant for this Industry Package: Service requests and warranty claims per year.			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for Automotive	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Automotive	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

4.3. SAP for Chemicals

	For n units of 1 Million USD of R&D spend	Price per unit (USD)	Price formula (USD)
SAP Research and Development for Chemicals	Up to 4	-	150,000 *Base Price*
	5 to 10	37,500	150,000 + (n – 4) * 37,500
	11 to 100	12,000	375,000 + (n – 10) * 12,000
	101 to 300	4,500	1,455,000 + (n – 100) * 4,500
	Above 300	2,250	2,355,000 + (n – 300) * 2,250
Definition of metric(s) relevant for this Industry Package: Annual expenditure of company or relevant business units on R&D activities from financial statements, including headcount, equipment and related projects.			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Extended Sourcing for Chemicals (*)	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500)* 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Chemicals (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
		-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users.			

SAP Supply Chain Planning and Collaboration for Chemicals	For n enterprise locations	Price per location (USD)	Price formula (USD)
	Up to 2	-	150,000 *Base price*
	3 to 50	75,000	150,000 + (n – 2) * 75,000
	Above 50	37,500	3,750,000 + (n – 50) * 37,500
	For n partner locations	Price per location (USD)	Price formula (USD)
	Up to 5	-	*Included in base price*
	6 to 50	7,500	(n – 5) * 7,500
	51 to 500	3,750	337,500 + (n – 50) * 3,750
	Above 500	750	2,025,000 + (n – 500) * 750
The total price is the sum of the prices based on enterprise locations and on partner locations. Definition of metric(s) relevant for this Industry Package: Enterprise Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned**.** Partner locations are both supplier and customer locations in the master file.			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Chemicals	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
SAP Transportation Operations for Chemicals	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period.			

SAP Commodity and Bulk Logistics for Petrochemicals	For n units of 10,000 tons of product per day	Price per unit (USD)	Price formula (USD)
	"n" units	1,050,000	n * 1,050,000
Definition of metric(s) relevant for this Industry Package: tons of product per day.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing Planning and Execution for Chemicals	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n units of 1,000 business transactions	Price per unit (USD)	Price formula (USD)
SAP Sales and Marketing for Chemicals (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of business transactions (sales orders based on one-order documents which are triggered by the SAP CRM system or created Opportunities).			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Service Management for Chemicals (*)	Up to 50	-	37,500 Base price
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

4.4. SAP for Consumer Products

	For n Active Portfolio Items	Price per Active Portfolio Item (USD)	Price formula (USD)
SAP New Product Development and Introduction for Consumer Products	Up to 40	-	150,000 *Base Price*
	41 to 100	3,750	150,000 + (n - 40) * 3,750
	Above 100	1,500	375,000 + (n – 100) * 1,500
Definition of metric(s) relevant for this Industry Package: An Active Portfolio Item is defined as any concept, project, service request, quotation, or similar process that is being tracked within the licensed RPM software. Pricing is based on the maximum number of portfolio items that are active.			

SAP Demand and Supply Planning for Consumer Products	For n locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Supply Network Collaboration for Consumer Products	For n partner locations	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

SAP Extended Sourcing for Consumer Products (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Consumer Products(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users.			

SAP Account and Trade Promotion Management for Consumer Products	For n units of 100 Million USD sales revenue	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	"n" units	210,000	150,000 + (n * 210,000)
Definition of metric(s) relevant for this Industry Package: Customer total annual revenue which is associated with the business or division which the SAP Trade Promotion & Account Management capabilities will be applied against.			

SAP Brand and Category Management for Consumer Products	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	112,500 *Base price*
	251 to 2,500	75	112,500 + (n – 250) * 75
	Above 2,500	52.50	281,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	112,500 *Base price*
	26 to 250	750	112,500 + (n – 25) * 750
	Above 250	525	281,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system. The baseline includes the category management engine.			

	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
SAP Sales Execution for Consumer Products (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Consumer Products	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
SAP Transportation Operations for Consumer Products	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period. In the consumer products industry, freight units correspond to deliveries, orders or loads (=vehicles).			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for Consumer Products	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Customer Service Management for Consumer Products	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for Consumer Products	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

4.5. SAP for Engineering, Construction & Operations

	For n opportunities	Price per opportunity (USD)	Price formula (USD)
SAP Opportunity Management for EC&O (*)	Up to 500	-	18,750 *Base Price*
	501 to 5,000	37.50	18,750 + (n – 500) * 37.50
	5,001 to 20,000	30	187,500 +(n – 5,000) * 30
	20,001 to 100,000	22.50	637,500 +(n – 20,000) * 22.50
	Above 100,000	15	2,437,500 +(n – 100,000) * 15
Definition of metric(s) relevant for this Industry Package: Annual number of opportunities based on one-order documents which are executed in the system and triggered from CRM			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Supplier Relationship Management for EC&O(**)	-	-	150,000 *Base price*
	Up 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

	For n units of 10,000 equipment items	Price per unit (USD)	Price formula (USD)
SAP Equipment and Tools Management for EC&O	"n" units	75,000	n * 75,000
Definition of metric(s) relevant for this Industry Package: Equipment items as defined in ETM within ERP.			

SAP Extended Sourcing for EC&O (*)	For n units of 1 Mio. USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50		*Base price* 300,000
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on backends. Definition of metrics relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Backends are ERP systems to which the industry package is connected.			

4.6. SAP for High Tech

SAP Marketing for High Tech (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Sales Management for High Tech (*)	Sales orders		
	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	37.50	206,250 + (n – 2,500) * 37.50
	PoS transactions		
	For n units of 1,000 PoS trans-action line items	Price per unit (USD)	Price formula (USD)
	Up to 25	-	*Included in base price*
	26 to 250	750	(n – 25) * 750
	Above 250	375	168,750 + (n – 250) * 375
The total price is the sum of the prices based on sales orders and PoS transactions Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are triggered by the SAP CRM system and PoS (Point-of-Sale) transaction line items which are executed in the system.			

SAP Demand and Supply Planning for High Tech	For n planning locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n products in units of 1,000	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Supplier Relationship Management for High Tech (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Supply Network Collaboration for High Tech	For n partner locations	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

SAP Intellectual Property Management for High Tech	For n units of acquisition contracts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	75,000 *Base price*
	26 to 250	2,250	75,000 + (n – 25) * 2,250
	251 to 1,000	1,125	581,250 + (n – 250) * 1,125
	1,001 to 2,000	375	1,425,000 + (n – 1,000) * 375
	Above 2,000	150	1,800,000 + (n – 2,000) * 150
Definition of metric: Number of active acquisition contracts as measured in the system. The accumulating legacy of, for example, expired contracts, is ignored.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for High Tech	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for High Tech	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
SAP Transportation Operations for High Tech	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period			

	For n units of 1,000 service requests & warranty claims	Price per unit (USD)	Price formula (USD)
SAP Customer Service and Support for High Tech	Up to 50	-	105,000 *Base price*
	51 to 1,000	750	105,000 + (n – 50) * 750
	Above 1,000	600	817,500 + (n – 1,000) * 600
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims, returns, service orders, service order quotations, service tickets and contract line items			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for High Tech	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

	For n locations	Price per unit (USD)	Price formula (USD)
Outsourced Manufacturing Collaboration for HighTech	-	-	300,000 *Base Price*
	Up to 25	52,500	300,000 + n * 52,500
	26 to 100	15,000	1,612,500 + (n – 25) * 15,000
	Above 100	1,500	2,737,500 + (n – 100) * 1,500
Definition of metric(s) relevant for this Industry Package: locations are both internal (those managed by the customer) and external (those managed by partners) locations. Locations are any site loaded into the master data file as a plant, warehouse or distribution center for the holding of inventories and/or the source of external manufacturing/assembly services			

SAP Extended Sourcing for High Tech (*)	For n units of 1 Mio. USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50		Base price 300,000
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on backends. Definition of metrics relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Backends are ERP systems to which the industry package is connected.			

4.7. SAP for Industrial Machinery and Components (IM&C)

	For n units of 1,000 B2B campaign contacts	Price per unit (USD)	Price formula (USD)
SAP Marketing for IM&C (*)	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
SAP Sales Management for IM&C (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	For n locations	Price per location (USD)	Price formula (USD)
SAP Demand and Supply Planning for IM&C	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n products in units of 1,000	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for IM&C	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Extended Sourcing for IM&C (*)	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Extended Procurement for IM&C(**)	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

	For n partner locations	Price per unit (USD)	Price formula (USD)
SAP Supply Network Collaboration for IM&C	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for IM&C	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1,000 service requests & warranty claims	Price per unit (USD)	Price formula (USD)
SAP Service Operations Planning & Execution for IM&C	Up to 50	-	105,000 *Base price*
	51 to 1,000	750	105,000 + (n – 50) * 750
	Above 1,000	600	817,500 + (n – 1,000) * 600
Definition of metric(s) relevant for this Industry Package: Service requests & warranty claims per year			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for IM&C	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

4.8. SAP for Life Sciences

SAP Extended Sourcing for Life Science (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n - 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Life Sciences (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

	For n partner locations	Price per unit (USD)	Price formula (USD)
SAP Supply Network Collaboration for Life Science	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

	For n locations	Price per location (USD)	Price formula (USD)
SAP Demand and Supply Planning for Life Sciences	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for Life Sciences	Up to 250	75,000
	251 – 500	150,000
	501 – 1,000	300,000
	1,001 – 5,000	600,000
	Above 5,000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Life Sciences	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
SAP Marketing for Life Sciences (*)	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Sales Management for Life Sciences (*)	Sales orders		
	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	37.50	206,250 + (n – 2,500) * 37.50
	POS transactions		
	For n units of 1,000 PoS transaction line items	Price per unit (USD)	Price formula (USD)
	Up to 25	-	*Included in base price*
	26 to 250	750	(n – 25) * 750
	Above 250	375	168,750 + (n – 250) * 375
The total price is the sum of the prices based on sales orders and PoS transactions Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are triggered by the SAP CRM system and PoS (Point-of-Sale) transaction line items which are executed in the system.			

SAP Extended Transportation for Life Sciences	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	405,000 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period.			

SAP Service Management for Life Sciences (*)	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.5	180,000 + (n – 1,000) * 37.5
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

4.9. SAP for Mill Products

SAP Demand and Supply Planning for Mill Products	For n locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n * 75.000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Supply Network Collaboration for Mill Products	For n partner locations	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

SAP Transportation Operations for Mill Products	For n units of 1,000 freight units	Price per unit (USD	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500+ (n – 100) * 2,250
	Above 1,000	On request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period. In the mill products industry, freight units correspond to deliveries, shipments, containers, trucks or railcars.			

SAP Extended Sourcing for Mill Products(*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Mill Products (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing & Logistics for Mill Products	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1,000 sales orders per annum	Price per unit (USD)	Price formula (USD)
SAP Sales Management for Mill Products (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	Number of employees per plant	Price per plant (USD)
SAP Extended Manufacturing for Mill Products	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Customer Service and Aftersales Support for Mill Products (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1000	37.50	180,000 + (n – 1000) * 37.50
Definition of metric(s) relevant for this Industry Package: Service requests per annum			

	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
SAP Marketing for Mill Products (*)	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

4.10. SAP for Mining

SAP Demand and Supply Planning for Mining	For n physical locations	Price per location (USD)	Price formula (USD)
	Up to 5	-	450,000 *Base price*
	6 - 20	60,000	450,000 + (n – 5) * 60,000
	Above 20	45,000	1,350,000 + (n – 20) * 45,000
Definition of metric(s) relevant for this Industry Package: Physical locations are all mines, concentrators, processing plants, smelters, refineries, distribution centers (stockpiles) and ports.			

SAP Transportation for Mining	Bulk commodities		
	For n units of 1,000 tons	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	Above 50	6,000	300,000 + (n – 50) * 6,000
	Non-bulk commodities		
	For n units of 1,000 tons	Price per unit (USD)	Price formula (USD)
	Up to 2	-	300,000 *Base price*
	Above 2	225,000	300,000 + (n – 2) * 225,000
Definition of metric(s) relevant for this Industry Package: The tonnages refer to average daily production volume over the period of a year.			

SAP Contact to Cash for Mining	For n lines of business	Price per line of business (USD)	Price formula (USD)
	"n" units	375,000	n * 375,000
Definition of metric(s) relevant for this Industry Package: Lines of business are the number of commodity businesses as defined by the customer.			

SAP Operations Management for Mining	For n physical production locations	Price per location (USD)	Price formula (USD)
	1	-	375,000 *Base price*
	2 to 10	375,000	n * 375,000
	Above 10	300,000	3,750,000 + (n – 10) * 300,000
Definition of metric(s) relevant for this Industry Package: Physical locations are mines, concentrators, processing plants, smelters, refineries, distribution centers (stockpiles) and ports.			

SAP Extended Sourcing for Mining (*)	For n units of 1 Million USD	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Mining(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
		-	150,000 *Base price*
	1 to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n backends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users.			

SAP Remote Logistics Management for Mining	For n remote & base locations	Price per base (USD)	Price formula (USD)
	Up to 3	-	180,000 *Base price*
	4 to 5	60,000	180,000 + (n – 3) * 60,000
	6 to 15	45,000	300,000 + (n – 5) * 45, 000
	Above 15	30,000	750,000 + (n – 15) * 30,000
Definition of metric(s) relevant for this Industry Package: A base location is a central warehouse or distribution center from which the remote locations (mines or processing centers) are supplied			

4.11. SAP for Oil and Gas

SAP Upstream Contracts Management for Oil & Gas	Volumes Produced		
	For n units of 100,000 BOEPD produced	Price per unit (USD)	Price formula (USD)
	"n" units	600,000	n * 600,000
Definition of metric(s) relevant for this Industry Package: BOEPD are Barrel of Oil Equivalent Per Day. Fractions of the units of 100,000 BOEPD can be licensed by applying a linear price scale. Functional support for any local or legal requirements for any of these solution components does not fall under the purview of the standard maintenance agreement. A separate service agreement has to be concluded for this purpose. Unit of Measure conversions are available upon request.			

SAP Upstream Production Management for Oil & Gas	Produced in USA		
	For n units of 100,000 BOEPD produced	Price per unit (USD)	Price formula (USD)
	"n" units	900,000	n * 900,000
	Produced outside USA		
	For n units of 100,000 BOEPD produced	Price unit (USD)	Price formula (USD)
	"n" units	600,000	n * 600,000
Definition of metric(s) relevant for this Industry Package: BOEPD are Barrel of Oil Equivalent Per Day. Fractions of the units of 100,000 BOEPD can be licensed by applying a linear price scale. For hydrocarbons produced outside of the USA, Upstream Production Management allows use of the following Production Revenue Accounting (PRA) modules: Field Data Capture Loader, Upstream Graphics, Production, Product Control, Contractual Allocation, Balancing and Ownership. The remaining Valuation, Revenue and Royalty modules are applicable only to USA requirements and are not supported under the terms of the standard maintenance agreement for non-US operations. Unit of Measure conversions are available upon request			

SAP Supply Chain Management for Oil & Gas	For n units of 100,000 BOEPD scheduled/planned	Price per unit (USD)	Price formula (USD)
	"n" units	1,200,000	n * 1,200,000
Definition of metric(s) relevant for this Industry Package: BOEPD are Barrel of Oil Equivalent Per Day. Both scheduled and planned BOEPD enter into the formula. Fractions of the units of 100,000 BOEPD can be licensed by applying a linear price scale. Unit of Measure conversions are available upon request			

SAP Extended Sourcing for Oil & Gas (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Manufacturing for Oil & Gas	Number of employees per plant	Price per plant (USD)
	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

SAP Downstream Marketing & Logistics for Oil & Gas	For n units of 100,000 BOEPD sold	Price per unit (USD)	Price formula (USD)
	"n" units	750,000	n * 750,000
Definition of metric(s) relevant for this Industry Package: BOEPD are Barrel of Oil Equivalent Per Day. Fractions of the units of 100,000 BOEPD can be licensed by applying a linear price scale. For simplicity, we consider refined product volumes equal to crude oil volumes, e.g. one barrel of diesel equals one barrel of crude oil. Unit of Measure conversions are available upon request.			

SAP Extended Procurement for Oil & Gas (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n backends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Extended Asset Logistics for Oil & Gas	For n units of 1 Million USD OPEX spend	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n backends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on OPEX spend and on back-ends. Definition of metric(s) relevant for this Industry Package: OPEX spend is the amount of the company's annual operational expenditure for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Secondary Distribution for Oil & Gas	For n users	Price per unit (USD)	Price formula (USD)
	"n" units	3,000	n * 3,000
Definition of metric(s) relevant for this Industry Package: A SAP Oil & Gas Secondary Distribution user is a user working with one or more SAP OGSD transaction codes. The license for "SAP Secondary Distribution for Oil & Gas" includes a license of the industry package "SAP Downstream Marketing & Logistics for Oil & Gas" for up to 25,000 BOEPD. For these 25,000 BOEPD, customers need to license at least 4 "SAP Secondary Distribution for Oil & Gas" users per 1,000 BOEPD (e.g. 10 ,000 sold BOEPD -> licensing of 40 users minimum). Customers selling more than 25,000 BOEPD need to license the industry package "SAP Downstream Marketing & Logistics for Oil & Gas" separately for the sales volumes above 25,000 BOEPD. For simplicity, we consider refined product volumes equal to crude oil volumes, e.g. one barrel of diesel equals one barrel of crude oil. Unit of Measure conversions are available upon request			

SAP Integrated Exploration and Production (SAP IEP)	For n units of 100,000 BOEPD	Price per unit (USD)	Price formula (USD)
	"n" units	300,000	n * 300,000
Pricing is based on the hydrocarbon production rate (crude oil, condensate, natural gas and other hydrocarbon types) of an oil company's upstream segment for which SAP IEP will be used.			

Trading Industries

4.12. SAP for Retail and Wholesale Distribution

SAP Merchandise and Assortment Planning for Retail and Wholesale Distribution	For n units of 1 Million USD revenue	Price per unit (USD)	Price formula (USD)
	Up to 2,000	300	n * 300
	Above 2,000	150	600,000 + (n – 2,000) * 150
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP Merchandising for Retail and Wholesale Distribution	For n units of 1 Million USD revenue	Price per unit (USD)	Price formula (USD)
	Up to 5,000	1,500	n * 1,500
	Above 5,000	300	7,500,000 + (n - 5,000) * 300
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP Extended Sourcing for Retail and Wholesale Distribution (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n backends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Retail and Wholesale Distribution(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Supply Network Collaboration for Retail and Wholesale Distribution	For n partner locations	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

SAP Demand and Supply Planning for Retail and Wholesale Distribution	For n locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n *75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Extended Manufacturing for Retail and Wholesale Distribution	Number of employees per plant	Price per plant (USD)
	Up to 250	75,000
	251 – 500	150,000
	501 – 1000	300,000
	1001 – 5000	600,000
	Above 5000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

SAP Transportation Operations for Retail and Wholesale Distribution	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period. In the retail industry, freight units correspond to deliveries, orders and shipments (=vehicles).			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Retail and Wholesale Distribution	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1 Million USD revenue	Price per unit (USD)	Price formula (USD)
SAP POS Data Management for Retail and Wholesale Distribution	"n" units	375	n * 375
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP Workforce Management for Retail and Wholesale Distribution (**)	For n units of 1 Million USD revenue	Price per unit (USD)	Price formula (USD)
	(look up table – do not cumulate)		
	Up to 500	-	240,000 *Base price*
	501 to 1,000	-	349,500
	1,001 to 2,000	-	499,500
	2,001 to 4,000	-	750,000
	Above 4,000	-	999,000
	For n store associates	Price per associate (USD)	Price formula (USD)
	Up to 25,000	34.50	n * 34.50
	25,001 to 75,000	30	862,500 + (n – 25,000) * 30
	75,001 to 150,000	25.50	2,362,500 + (n – 75,000) * 25.50
	Above 150,000	21	4,275,000 + (n – 150,000) * 21
	For n management associates	Price per associate (USD)	
	"n" units	70.50	(n * 70.50)
Definition of metric(s) relevant for this Industry Package: 1. Annual revenue of the unit using the solution 2. Store Associate: Maximum Number of Associates that are being scheduled (company wide) over the course of a year. 3. Management Associate: Maximum Number of Resources that perform the scheduling process over the course of a year. At least one per store. For large stores there can be more than one (e.g. Per department or floor). Note regarding (**): employees solely entering their data into SAP Workforce Management for Retail and Wholesale Distribution do not need to be licensed as Employee named users.			

SAP Marketing for Retail & Wholesale Distribution (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
SAP Sales Management for Retail and Wholesale Distribution (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 +(n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Service Management for Retail and Wholesale Distribution (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for Retail and Wholesale Distribution	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

	For n units of 1 billion USD revenue	Price per unit (USD)	Price formula (USD)
SAP Price Optimization for Retail and Wholesale Distribution	1		1,500,000 *Base price*
	Above 1	300,000	1,500,000 + (n - 1) * 300,000
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP Promotion Optimization and Merchandising Layout for Retail and Wholesale Distribution	For n units of 1 billion USD revenue	Price per unit (USD)	Price formula (USD)
	1	-	1,500,000 *Base price*
	Above 1	150,000	1,500,000 + (n - 1) * 150,000
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP Markdown Optimization for Retail and Wholesale Distribution	For n units of 1 billion USD revenue	Price per unit (USD)	Price formula (USD)
	1	-	1,500,000 *Base price*
	Above 1	150,000	1,500,000 + (n – 1) * 150,000
Definition of metric(s) relevant for this Industry Package: Annual revenue of the unit using the solution.			

SAP POS for Retail and Wholesale Distribution(*)	For n POS devices	Price per device (USD)	Price formula (USD)
	-	-	300,000 *Base Price*
	"n" units	1,200	300,000 + n * 1,200
	For n mobile devices	Price per device	Price formula (USD)
	"n" units	705	n * 705

The total price is the sum of the prices based on POS devices and mobile devices
Definition of metric(s) relevant for this Industry Package:

1. Point of Sale (POS) Device
2. Mobile Device for Mobile applications (note that one device used for both Mobile POS and Mobile Inventory counts as two Mobile Devices for licensing purposes)

Cashiers and other store-based employees who access the Transactionware Store Level System (i.e. POS, Mobile POS/Inventory, Store Manager and Electronic Journal Viewer) will not require a named user license.
Does not contribute to SAV. The database may be licensed separately (see I.A.7. Supplementary Products).

SAP Store Loyalty Program for Retail and Wholesale Distribution(*)	For n devices (POS or Mobile POS)	Price per device (USD)	Price formula (USD)
	-	-	255,000 *Base Price*
	"n" units	255	255,000 + n * 255

Definition of metric(s) relevant for this Industry Package:

1. Point of Sale (POS) Device
2. Mobile Device for Mobile POS application

SAP Point-of-Sale Loss Prevention for Retail and Wholesale Distribution(*)	For n devices (POS or Mobile POS)	Price per device (USD)	Price formula (USD)
	-	-	150,000 *Base Price*
	"n" units	255	150,000 + n * 255
Definition of metric(s) relevant for this Industry Package: 1. Point of Sale (POS) Device 2. Mobile Device for Mobile POS application			

SAP Customer Analytics for Retail and Wholesale Distribution(*)	For n devices (POS or Mobile POS)	Price per device (USD)	Price formula (USD)
	-	-	150,000 *Base Price*
	"n" units	255	150,000 + n * 255
Definition of metric(s) relevant for this Industry Package: 1. Point of Sale (POS) Device 2. Mobile Device for Mobile POS application			

SAP Enterprise POS Base for Retail and Wholesale Distribution (*) (**)	For n POS devices	Price per device (USD)	Price formula (USD)
	-	-	300,000 *Base Price*
	"n" units	1,350	300,000 + n * 1,350
	For n mobile devices	Price per device (USD)	Price formula (USD)
	"n" units	705	n * 705
The total price is the sum of the prices based on POS devices and mobile devices Definition of metric(s) relevant for this Industry Package: 1. Point of Sale (POS) Device 2. Mobile Device for Mobile applications (note that one device used for both Mobile POS and Mobile Inventory counts as two Mobile Devices for licensing purposes) Cashiers and other store-based employees who access the Transactionware Store Level System (i.e. POS, Mobile POS/Inventory, Store Manager and Electronic Journal Viewer) will not require a named user license. Does not contribute to SAV. The database may be licensed separately.			

Service Industries

4.13. SAP for Airlines

SAP Marketing for Airlines (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Sales Management for Airlines (*)	For n units of commissions recipient / contracts	Price per unit (USD)	Price formula (USD)
	Up to 200	-	90,000 *Base Price*
	201 – 1,000	375	90,000 + (n – 200) * 375
	1,001 – 10,000	300	390,000 + (n – 1,000) * 300
	Above 10,000	225	3,090,000 + (n – 10,000) * 225
Definition for metric(s) relevant for this Industry Package: Commission recipients / contracts are all agents or corporate customers with whom an agreement has been made.			

SAP Extended Manufacturing and Execution for Airlines Catering	Number of employees per plant	Price per plant (USD)
	Up to 250	75,000
	251 – 500	150,000
	501 – 1,000	300,000
	1,001 – 5,000	600,000
	Above 5,000	1,500,000
The total price is the sum of the prices for the plants of the different sizes. Definition of metric(s) relevant for this Industry Package: A plant is a physical site owned or operated by an enterprise supported by the solution. Employees per plant are all employees and contractors working in the plant.		

SAP Extended Procurement for Airlines(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Extended Maintenance Planning for Airlines	For n maintenance objects	Price per object (USD)	Price formula (USD)
	Up to 20	-	270,000 *Base price*
	21 to 100	12,000	270,000 + (n – 20) * 12,000
	101 to 400	9,000	1,230,000 + (n – 100) * 9,000
	Above 400	6,000	3,930,000 + (n – 400) * 6,000
Definition of metric(s) relevant for this Industry Package: Maintenance objects are all objects defined in the MSP (Maintenance and Service Planning) master file.			

SAP Service Parts Planning for Airlines	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

SAP SPEC2000 for Airlines	For n units of 50,000 spare parts material master records	Price per unit (USD)	Price formula (USD)
	n units	150,000	n * 150,000
Definition of metric relevant for this Industry Package: Current amount of spare parts material master records.			

4.14. SAP for Logistic Service Providers

SAP Transportation Operations for Logistic Service Providers	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	On request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments (orders/bookings/jobs or item lines) as represented in the system in a one year period. The industry terms "bill of lading" (road, air or sea) also refer to a freight unit within the SAP system.			

	For n delivery items per day	Price per delivery item per day (USD)	Price formula (USD)
SAP Extended Warehousing and Logistics for Logistic Service Providers	Up to 10,000	-	75,000 *Base price*
	10,001 to 200,000	11.25	75,000 + (n – 10,000) * 11.25
	200,001 to 300,000	6	2,212,500 + (n – 200,000) * 6
	300,001 to 450,000	4.5	2,812,500 + (n – 300,000) * 4.5
	450,001 to 1,000,000	2.25	3,487,500 + (n – 450,000) * 2.25
	Above 1,000,000	Upon request	Upon request
Definition of the metric relevant to this Industry Package: The price is determined with respect to the volume handled in the warehouses, represented by the average number of delivery items per day over the period of a month (based on the month with the highest average number) MFS (Material Flow System Control) can be licensed for an additional charge of $15,000 per location.			

	For n units of 1 Million USD inventory	Price per unit (USD)	Price formula (USD)
SAP Service Parts Planning for Logistics Service Providers	Up to 75	22,500	n * 22,500
	76 to 350	11,250	1,687,500 + (n – 75) * 11,250
	Above 350	3,750	4,781,250 + (n – 350) * 3,750
Definition of metric(s) relevant for this Industry Package: Current value of service parts stock inventory at the balance sheet key date, in accordance with the ruling accounting principles.			

	For n opportunities	Price per opportunity (USD)	Price formula (USD)
SAP Customer Management for Logistic Service Providers (*)	Up to 500	-	18,750 *Base Price*
	501 to 5,000	37.50	18,750 + (n – 500) * 37.50
	5,001 to 20,000	30	187,500 +(n – 5,000) * 30
	20,001 to 100,000	22.50	637,500 +(n – 20,000) * 22.50
	Above 100,000	15	2,437,500 +(n – 100,000) * 15
Definition of metric(s) relevant for this Industry Package: Annual number of opportunities based on one-order documents which are executed in the system and triggered from CRM			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Customer Service for Logistic Service Providers (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

	For n partner locations	Price per unit (USD)	Price formula (USD)
SAP Collaborative Planning for Logistic Service Providers	Up to 10	-	75,000 *Base price*
	11 to 50	7,500	75,000 + (n – 10) * 7,500
	51 to 500	3,750	375,000 + (n – 50) * 3,750
	Above 500	750	2,062,500 + (n – 500) * 750
Definition of metric(s) relevant for this Industry Package: All partner locations (both customer locations and supplier locations) in the master file.			

4.15. SAP for Media

	For n titles in library	Price per title (USD)	Price formula (USD)
SAP Product Development for Media - Entertainment	-	-	150,000 *Base price*
	"n" units	300	150,000 + (n * 300)
Definition of metric(s) relevant for this Industry Package: Average number of titles actively managed in the library in a one year period, as officially reported by the entertainment company.			

	For n listed titles	Price per listed title (USD)	Price formula (USD)
SAP Product Development for Media - Premium Content Publisher	"n" units	150	n * 150
Definition of metric(s) relevant for this Industry Package: Average number of titles actively managed in a three year period, as officially reported by the publisher.			

	For n units of 1,000 minutes program output	Price per unit (USD)	Price formula (USD)
SAP Product Development for Media - Broadcaster	Up to 525	1,125	n * 1,125
	526 to 2,102	375	590,625 + (n – 525) * 375
	Above 2,102	150	1,182,000 + (n – 2,102) * 150
Definition of metric(s) relevant for this Industry Package: Program minutes broadcasted in a one year period, as officially reported by the broadcaster. Each full time channel equals 525 units.			

SAP Marketing for Media (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Supply Chain Management for Media	For n locations	Price per location (USD)	Price formula (USD)
	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per location (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Supplier Relationship Management for Media(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Advertising Sales for Media	For n units of 1 Million USD advertising revenue	Price per unit (USD)	Price formula (USD)
	"n" units	900	n * 900
Definition of metric: Advertising Revenue is the average yearly value of all invoices generated in SAP Ad Sales for Media of the past three years. The price for the ad editor IS-M/MAMC is on-request.			

SAP Product Sales and Distribution for Media	For n units of 1 Million USD revenue	Price per unit (USD)	Price formula (USD)
	"n" units	900	n * 900
Definition of metric: Average annual value of revenues generated in SAP Product Sales and Distribution for Media over the past 3 years.			

SAP License Sales for Media	For n contracts	Price per unit (USD)	Price formula (USD)
	Up to 100	-	75,000 *Base Price*
	101 to 2,000	1,050	75,000 + (n – 100) * 1,050
	2,001 to 10,000	240	2,070,000 + (n – 2,000) * 240
	Above 10,000	75	3,990,000 + (n – 10,000) * 75
Definition of metric: Annual number of license sales contracts as measured in the system. The accumulating legacy of, for example, expired contracts is ignored.			

4.16. SAP for Postal Services

SAP Marketing for Postal Services (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Sales Management for Postal Services (*)	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

SAP Customer Service Management for Postal Services (*)	For n units of 1,000 service processes	Price per unit (USD)	Price formula (USD)
	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

SAP Supplier Relationship Management for Postal Services(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Network Planning for Postal Services	For n planning units	Price per unit (USD)	Price formula (USD)
	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Planning units are distribution centers, Mail sorting centers and hubs. Products are all postal products (e.g. standard & express mail) in the master file used for Operational Network Planning.			

SAP Execution of Mail Delivery for Postal Services	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	on request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period. In the postal industry, freight units correspond to deliveries, containers and trucks			

	For n units of 1 Million events	Price per unit (USD)	Price formula (USD)
SAP Distribution Monitoring for Postal Services	Up to 5	-	150,000 *Base price*
	6 to 150	9,000	150,000 + (n – 5) * 9,000
	151 to 500	4,500	1,455,000 + (n – 150) * 4,500
	Above 500	1,500	3,030,000 + (n – 500) * 1,500
Definition of metric(s) relevant for this Industry Package: Maximum number of event data records in database for a one year period.			

	For n units of 10,000 contract accounts	Price per unit (USD)	Price formula (USD)
SAP Contract Accounts Receivables and Payables for Postal Services	Up to 4	-	75,000 *Base price*
	Above 4	18,750	75,000 + (n – 4) * 18,750
Definition of metrics: Contract accounts are customer sub-ledgers to accumulate open items and payments. Per customer various accounts may be used			

4.17. SAP for Professional Services

	For n employees	Price per employee (USD)	Price formula (USD)
SAP Strategy & Planning for Professional Services	Up to 250	-	37,500 *Base price*
	Above 250	150	37,500 + (n - 250) * 150
Definition of the metric relevant for this Industry Package: Total number of employees employed by the company or legal entity that is using functionality of the package.			

	For n opportunities	Price per opportunity (USD)	Price formula (USD)
SAP Business Development for Professional Services	Up to 500	-	18,750 *Base Price*
	501 to 5,000	37.50	18,750 + (n – 500) * 37.50
	5,001 to 20,000	30	187,500 +(n – 5,000) * 30
	20,001 to 100,000	22.50	637,500 +(n – 20,000) * 22.50
	Above 100,000	15	2,437,500 +(n – 100,000) * 15
Definition of metric(s) relevant for this Industry Package: Annual number of opportunities based on one-order documents which are executed in the system and triggered from CRM			

	For n employees	Price per employee (USD)	Price formula (USD)
SAP Resource Management for Professional Services	Up to 250	-	37,500 *Base Price*
	251 to 2,500	240	37,500 + (n – 250) * 240
	2,501 to 25,000	270	577,500 +(n – 2,500) * 270
	25,001 to 100,000	210	6,652,500 +(n – 25,000) * 210
	Above 100,000	150	22,402,500 +(n – 100,000) * 150
Definition of metric relevant for this Industry Package: Total number of employees deployed by the company or legal entity.			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Business and IT Service Management for Professional Services (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Subcontractor Management for Professional Services	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

4.18. SAP for Railways

	For n active portfolio items	Price per active portfolio item (USD)	Price formula (USD)
SAP Business Planning for Railways	Up to 40	-	150,000 *Base price*
	41 to 100	3,750	150,000 + (n – 40) * 3,750
	Above 100	1,500	375,000 + (n – 100) * 1,500
Definition of metric(s) relevant for this Industry Package: An Active Portfolio Item ("ACPI") is defined as any concept, project, service request, quotation, or similar process that is being tracked within the included SAP RPM software. Pricing is based on the maximum number of portfolio items that are active.			

	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
SAP Supplier Relationship Management for Railways(**)	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

	For n units of 1,000 freight units	Price per unit (USD)	Price formula (USD)
SAP Freight Order Management for Railways	Up to 10	-	75,000 *Base price*
	11 to 100	3,750	75,000 + (n – 10) * 3,750
	101 to 1,000	2,250	412,500 + (n – 100) * 2,250
	Above 1,000	On request	
Definition of metric(s) relevant for this Industry Package: Freight units are consolidated shipments as represented in the system in a one year period. In the railway industry, freight units correspond to waybills, bill of ladings, shipments, loads, railcars and sales orders.			

SAP Ticket Revenue Management for Railways	For n units of 1 Million USD ticketing revenue	Price per unit (USD)	Price formula (USD)
	Up to 400	-	150,000 *Base price*
	Above 400	250	150,000 + (n – 400) * 375
Definition of metric(s) relevant for this Industry Package: Annual ticketing revenue.			

SAP Marketing for Railways (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Industry Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

SAP Customer Management for Railways (*)	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Complaint Management for Railways (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1,000) * 37.50
Definition of metric(s) relevant for this Industry Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

4.19. SAP for Telecommunications

	For n planning locations	Price per location (USD)	Price formula (USD)
SAP Demand and Supply Planning for Telecommunications	Up to 10	75,000	n * 75,000
	11 to 50	37,500	750,000 + (n – 10) * 37,500
	Above 50	7,500	2,250,000 + (n – 50) * 7,500
	For n units of 1,000 products	Price per unit (USD)	Price formula (USD)
	Up to 25	30,000	n * 30,000
	26 to 125	7,500	750,000 + (n – 25) * 7,500
	Above 125	3,000	1,500,000 + (n – 125) * 3,000
The total price is the sum of the prices based on locations and on products. Definition of metric(s) relevant for this Industry Package: Planning locations and products. Locations are plants, distribution centers, customers and suppliers/vendors modeled in APO (Advanced Planning and Optimization) where products or resources are planned. The number of products is the yearly average of number of products in characteristic combinations used for demand planning and / or planned objects in the APO master file for supply planning.			

SAP Extended Sourcing for Telecommunications (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Telecommunications(**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP CRM and Order Management for Telecommunications	For n units of 10,000 customers	Price per unit (USD)	Price formula (USD)
	Up to 100	-	375,000 *Base price*
	101 to 200	3,000	375,000 + (n – 100) * 3,000
	201 to 800	2,700	675,000 + (n – 200) * 2,700
	Above 800	2,250	2,295,000 + (n – 800) * 2,250
	For n units of 10,000 telecom orders	Price per unit (USD)	Price formula (USD)
	Up to 25	-	375,000 Base price
	Above 25	15,000	375,000 + (n – 25) * 15,000
The total price is the sum of the prices based on customers and on telecom orders. Note that each of the parts includes a base price of $375,000. Thus, if a SAP customer uses both the CRM and the telecom specific functionality, the effective base price is $750,000. Definition of metric(s) relevant for this Industry Package: Customers are active business partners/subscribers in the CRM system. Telecom orders are the total annual number of orders and subscriptions (for individual service products or bundles), change processes (e.g. tariff or subscription changes) and cancellations.			

SAP Dealer and POS Management for Telecommunications	For n units of POS	Price per unit (USD)	Price formula (USD)
	Up to 100	-	225,000 *Base price*
	Above 100	750	225,000 + (n – 100) * 750
Definition of the metrics relevant for this Industry Package: A Point of Sales (POS) is a physical store or shop-in-shop. Pricing is based on the total number of POS entries in the master file.			

SAP Customer Financials Management for Telecommunications	For n units of 10,000 contract accounts	Price per unit (USD)	Price formula (USD)
	Up to 5	-	187,500 *Base price*
	6 to 40	37,500	187,500 + (n – 5) * 37,500
	41 to 200	28,500	1,500,000 + (n – 40) * 28,500
	201 to 800	19,500	6,060,000 + (n – 200) * 19,500
	Above 800	10,500	17,760,000 + (n – 800) * 10,500
Definition of metric(s) relevant for this Industry Package A contract account is an account in which posting data for contracts or contract items are processed for which the same collection/payment agreements apply**.** Pricing is based on maximum number of Contract accounts in master file.			

	For n units of 10,000 contract accounts	Price per unit (USD)	Price formula (USD)
SAP Convergent Invoicing for Telecommunications	Up to 5	-	150,000 *Base price*
	6 to 40	30,000	150,000 + (n – 5) * 30,000
	41 to 200	22,500	1,200,000 + (n – 40) * 22,500
	201 to 800	15,000	4,800,000 + (n – 200) * 15,000
	Above 800	7,500	13,800,000 + (n – 800) * 7,500
Definition of metric(s) relevant for this Industry Package: A contract account is an account in which posting data for contracts or contract items are processed for which the same collection/payment agreements apply**.** Pricing is based on maximum number of Contract accounts in master file.			

4.20. SAP for Utilities

	For n units of 10,000 PoDs	Price per unit (USD)	Price formula (USD)
SAP Technical Asset Management for Utilities	Up to 2	-	15,000 *Base price*
	Above 2	7,500	15,000 + (n - 2) * 7,500
	For n plant units	Price per plant unit (USD)	Price formula (USD)
	"n" units	112,500	n * 112,500
The total price is the sum of the prices based on PoDs and on plant units. Definition of metric(s) relevant for this Industry Package: A plant unit corresponds to 300 MW of power generation. Water utilities are treated as having one plant unit. Points of Deliveries (PoDs) are service connections in the master file. Pure wholesale utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 PoDs (10 price units). This Industry Package includes one license of GIS Connector for the Control Broker. Unlike other SAP products the GIS connector license does not cover back up, development, demo or training systems. If customers want to run the GIS connector for such systems on a separate instance a separate back-up or development license is required. Pricing for back-up and development licenses are available upon request.			

SAP Extended Sourcing for Utilities (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Resource & Supplier Management for Utilities (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n backends	Price per backend (USD)	Price formula (USD)
	1		*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Energy Data Management for Utilities	For n units of 10,000 PoDs	Price per unit (USD)	Price formula (USD)
	Up to 2	-	45,000 *Base price*
	Above 2	22,500	45,000 + (n – 2) * 22,500
Definition of metric(s) relevant for this Industry Package: PoDs (Points of Deliveries) are service connections in the master file. Pure wholesale utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 PoDs (10 price units).			

	For n units of 10,000 PoDs	Price per unit (USD)	Price formula (USD)
SAP Meter Data Management for Water Utilities	Up to 2	-	22,500 *Base price*
	Above 2	11,250	22,500 + (n – 2) * 11,250
Definition of metric(s) relevant for this Industry Package: PoDs (Points of Deliveries) are water service connections in the master file. Pure wholesale water utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 PoDs (10 price units).			

	For n units of 10,000 contracts	Price per unit (USD)	Price formula (USD)
SAP Customer Relationship and Billing for Utilities	Up to 2	-	60,000 *Base price*
	Above 2	30,000	60,000 + (n – 2) * 30,000
Definition of metric(s) relevant for this Industry Package: A contract is an agreement concerning the supply of energy or water between business partner and utility company that applies to a single division (e.g. gas retail, electricity distribution). Pricing is based on maximum number of contracts in master file. Pure wholesale utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 contracts (10 price units).			

	For n units of 10,000 contract accounts	Price per unit (USD)	Price formula (USD)
SAP Customer Financial Management for Utilities	Up to 2	-	75,000 *Base price*
	Above 2	37,500	75,000 + (n – 2) * 37,500
Definition of metric(s) relevant for this Industry Package: A contract account is an account in which posting data for contracts or contract items are processed for which the same collection/payment agreements apply. Pricing is based on maximum number of contract accounts in master file. Pure wholesale utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 contract accounts (10 price units).			

	For n units of 10,000 Points of Delivery (PoDs)	Price per unit (USD)	Price formula (USD)
SAP Collaborative Services Management for Utilities	Up to 2	-	30,000 *Base price*
	Above 2	15,000	30,000 + (n – 2) * 15,000
Definition of metric(s) relevant for this Industry Package: PoDs (Points of Deliveries) are service connections in the master file. Pure wholesale utilities (annual revenue per customer > $15,000) have to license a minimum of 100,000 PoDs (10 price units).			

SAP Route and District Management for Waste and Recycling by PROLOGA ⊡	refer to section I.A.7.2
Licensing of SAP Waste and Recycling is prerequisite to license SAP Route and District Management for Waste and Recycling by PROLOGA ⊡.	

SAP Mobile Order Management for Waste and Recycling by PROLOGA ⊡	refer to section I.A.7.2
Licensing of SAP Waste and Recycling is prerequisite to license SAP Mobile Order Management for Waste and Recycling by PROLOGA ⊡.	

SAP Legal Requirements for Waste and Recycling by PROLOGA ⊡	refer to section I.A.7.2
Licensing of SAP Waste and Recycling is prerequisite to license SAP Legal Requirements for Waste and Recycling by PROLOGA ⊡.	

Public Services

4.21. SAP for Public Sector

	For n units of 1 Million USD public sector spend budget	Price per unit (USD)	Price formula (USD)
SAP Procurement for Public Sector (**)	Up to 50	-	150,000 *Base price*
	51 to 1,000	3,000	150,000 + (n – 50) * 3,000
	Above 1,000	450	3,000,000 + (n – 1,000) * 450
Definition of metric(s) relevant for this Industry Package: Annual public sector spend budget as published records of budget year procurement obligations. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Social Services Management for Public Sector (*) (**)	For n units of 1 Million USD public sector spend budget	Price per unit (USD)	Price formula (USD)
	"n" units	On request	On request
Definition of metric(s) relevant for this Industry Package: Total annual public sector budget of SAP customer (i.e. agency, institution, program or department) Note regarding (**): citizens accessing this package for viewing of documents, change of address, paying of bills and confirmations of delivery do not require a named user license.			

SAP Program Management for Public Sector (*) (**)	For n units of 50,000 business partners	Price per unit (USD)	Price formula (USD)
	"n" units	75,000	n * 75,000
Definition of metric(s) relevant for this Industry Package: A business partner is a constituent or a grant applicant Note regarding (**): citizens accessing this package for viewing of documents, change of address, paying of bills and confirmations of delivery do not require a named user license.			

SAP Tax and Revenue Management for Public Sector (*) (**)	For n units of 50,000 business partners	Price per unit (USD)	Price formula (USD)
	"n" units	120,000	n * 120,000
Definition of metric(s) relevant for this Industry Package: A business partner is a constituent or a taxpayer Citizens accessing the above packages for a strongly restricted set of tasks do not require a user license. These tasks include the viewing of documents, change of address, paying of bills and confirmations of delivery. Note regarding (**): citizens accessing this package for viewing of documents, change of address, paying of bills and confirmations of delivery do not require a named user license.			

SAP Payroll Processing for Nonprofit Organizations	For n units of 500 master records	Price per unit (USD)	Price formula (USD)
	"n" units	11,250	n * 11,250
Definition of metric(s) relevant for this Industry Package: A master record represents one contractual relationship between the company and an employee whose payroll is being calculated. Licensing of ERP option "Payroll Processing" is a prerequisite for licensing this package.			

SAP Payment Processing for Public Sector	For n units of 50,000 Business Partner	Price per unit (USD)	Price formula (USD)
	"n" units	75,000	n * 75,000
Definition of metric(s) relevant for this Industry Package: A business partner is a constituent, organization or company.			

SAP Emergency Management for Public Sector	For n Employee Workers	Price per Employee Worker (USD)	Price formula (USD)
	"n" units	150	n *150
	For m Emergency Workers	Price per Emergency Workers (USD)	Price formula (USD)
	"m" units	75	m * 75

The total price is the sum of the prices based on Employee Workers and on Emergency Workers.

Definition of metrics relevant for this Industry Package: Employee Workers are employees of the company or legal entity, where the functionality of this package will be utilized, that need the functionality of this package to perform their daily tasks**.**

Emergency Workers are those persons that have been trained to use the system, are registered members of the emergency response teams, and will use the system only during an emergency event. Emergency workers utilize a limited scope of the functionality provided by the package. Emergency workers that use the full capabilities of the package should be licensed as employee users.

SAP Electronic Toll Collection for Public Sector	For n units of 250,000 average processed Transactions/Trips/EDRs per day	Price per unit (USD)	Price formula (USD)
	1		Base price 37,500
	2 to 40	112,500	37,500 + (n – 1) * 112,500
	41 to 400	75,000	4,537,500 + (n – 40) * 75,000
	Above 400	37,500	31,537,500 + (n – 400) * 37,500
	For n units of 50,000 Active Registered License Plates	Price per unit (USD)	Price formula (USD)
	1		Base Price 37,500
	2 to 20	75,000	37,500 + (n – 1) * 75,000
	21 to 100	56,250	1,537,500 + (n – 20) * 56,250
	Above 100	37,500	6,037,500 + (n – 100) * 37,500

Definition of Metrics of metrics relevant to this Industry Package: Average processed transactions/trips/EDRs (Electronic Data Records) per day calculated over a period of 12 month.

Active registered License Plates are License Plates that have been billed during the past 12 month.

4.22. SAP for Defense and Security

SAP Force Generation for Defense & Security	Weighted size of Organization in FTE	Price per FTE (USD)	Price formula (USD)
	"n" FTEs	450	n * 450
Definition of metric(s) relevant for this Industry Package: The weighted size of the organization reflects the number of Full Time Equivalents (FTEs) employed in the organization – including military and civilian personnel & reserve: Formula = Military Personnel x 1.0 + Reserve x 0.5 + Civilian x 0.5			

SAP Force Deployment for Defense & Security	Weighted size of Organization in FTE	Price per FTE (USD)	Price formula (USD)
	"n" FTEs	150	n * 150
Definition of metric(s) relevant for this Industry Package: The weighted size of the organization reflects the number of Full Time Equivalents (FTEs) employed in the organization – including military personnel & reserve: Formula = Military Personnel x 1.0 + Reserve x 1.0 Prerequisite for "SAP Force Deployment for Defense & Security" is a valid license of "SAP Force Generation for Defense & Security".			

SAP Military Data Exchange	Price (USD)
	3,750,000
SAP Defense is priced per organization. SAP Defense is not available for all countries, for details please see contact information at www.sap.com/defense . Prerequisite for SAP Defense is a valid license of "SAP Force Deployment for Defense & Security" or "SAP Force Generation for Defense & Security".	

4.23. SAP for Healthcare

	For n treated patients	Price per treated patient (USD)	Price formula (USD)
SAP Patient Management for Healthcare	Up to 10,000	-	45,000 *Base Price*
	10,001 to 30,000	2.25	45,000 + (n – 10,000) * 2.25
	Above 30,000	0.75	90,000 + (n – 30,000) * 0.75
Definition of metric(s) relevant for this Industry Package: Number of patients treated in one calendar year in the institutions supported by the SAP system. Patients are only counted once, no matter how many times they are treated in the hospital within the year			

	For n treated patients	Price per treated patient (USD)	Price formula (USD)
SAP Supplier Relationship Management & Logistics for Healthcare	Up to 10,000	-	45,000 *Base Price*
	10,001 to 30,000	0.75	45,000 + (n – 10,000) *0.75
	Above 30,000	0.375	60,000 + (n – 30,000) *0.375
Definition of metric(s) relevant for this Industry Package: Number of patients treated in one calendar year in the institutions supported by the SAP system. Patients are only counted once, no matter how many times they are treated in the hospital within the year.			

	For n Outpatient Days within a year	Price per 75,000 Outpatient Days (USD)	Max. cumulated/ Price formula (USD)
SAP Ambulatory Care Management for Healthcare	Up to 30,000	-	67,500
	30,001 to 60,000	-	90,000
	60,001 to 100,000	-	112,500
	100,001 to 150,000	-	135,000
	150,001 to 200,000	-	157,500
	Above 200,000	22,500	157,500 + n * 22,500
Definition of Metric(s): One Outpatient Days is counted when one patient has been treated as an outpatient on one calendar day, independently of the quantity of work done on that day and on how the work was documented in the SAP system (in one or more treatment cases, and within cases as one or more visit movements). n in the formula above means number of packages of 75,000 Outpatient Days each.			

	For n units of 10,000 persons	Price per unit (USD)	Price formula (USD)
Connection package for collaborative health networks **	Up to 2	-	45,000 Base price
	3 to 10	22,500	45,000 + (n – 2) * 22,500
	11 to 50	15,000	225,000 + (n – 10) * 15,000
	51 to 100	7,500	825,000 + (n – 50) * 7,500
	101 to 500	4,500	1,200,000 + (n – 100) * 4,500
	501 to 1,000	3,000	3,000,000 + (n – 500) * 3,000
	Above 1,000	1,500	4,500,000 + (n – 1,000) * 1,500
Definition of metric relevant for this Industry Package: number of persons belonging to the population that is treated in the healthcare network to which the product is applied. Note regarding (**): Patients accessing this package for viewing their demographics, master patient index and encounter data do not require a Named User license.			

4.24. SAP for Higher Education & Research

	For n students	Price per student (USD)	Price formula (USD)
SAP Educational Services for Higher Education & Research (**)	1 to 25,000	45	n * 45
	25,001 to 75,000	30	1,125,000 + (n – 25,000) * 30
	Above 75,000	15	2,625,000 + (n – 75,000) * 15
Definition of metric(s) relevant for this Industry Package: A registered student is a student registered at the educational institution for a period of time during the academic year. Note regarding (**): students accessing this package for viewing of documents, change of address, paying of bills and confirmations of delivery do not require a named user license.			

Financial Services

4.25. SAP for Banking

Users accessing the options listed below need to be licensed at least as Banking User. A Banking User is a Named User who is solely authorized to access the Industry Packages for Banks listed below. Banking Users are not entitled to access other SAP application or solution components. Price per Banking User is USD 600. Banking User fees are due in addition to bank specific Industry Packages. Exceptions are mentioned in the metric description below. Additional Safeguarding Packages can be purchased to mitigate risks during implementation, upgrade, migration or operations.

SAP Marketing, Sales & Service for Banking (*)	For n units of 1,000 retail customer files	Price per unit (USD)	Price formula (USD)
	Up to 100	1,500	n * 1,500
	101 to 500	750	150,000 + (n – 100) * 750
	501 to 1,000	600	450,000 + (n – 500) * 600
	1,001 to 5,000	450	750,000 + (n – 1,000) * 450
	5,001 to 10,000	300	2,550,000 + (n – 5,000) * 300
	Above 10,000	150	4,050,000 + (n – 10,000) * 150
	For n units of 100 corporate customer files	Price per unit (USD)	Price formula (USD)
	Up to 500	3,000	n * 3,000
	501 to 2,500	2,250	1,500,000 + (n – 500) * 2,250
	Above 2,500	1,500	6,000,000 + (n – 2,500) * 1,500
Minimum List Price: $**150,000** Definition of Metric: Number of Banking Customer Files = number of Banking business partners; distinguished between Retail Customers, Corporate Customers. For this Package SAP Application Professional User (or SAP CRM Professional User resp. SAP ERP or SAP Business Suite Professional User) is required			

SAP Deposits Management for Banking (*)	For n units of 1,000 retail accounts	Price per unit (USD)	Price formula (USD)
	1	24,000	24,000
	2 – 10	15,000	24,000 + (n-1) * 15,000
	11-100	9,000	159,000 + (n-10) * 9,000
	101-500	6,000	969,000 + (n-100) * 6,000
	501 – 1,000	4,800	3,369,000 + (n-500) * 4,800
	1,001 – 10,000	3,600	5,769,000 + (n-1,000) * 3,600
	10,001 – 100,000	1,200	38,169,000 + (n-10,000) * 1,200
	Above 100,000	300	146,169,000 + (n-100,000) * 300
	For n units of 1,000 private banking/SME accounts	Price per unit (USD)	Price formula (USD)
	1	72,000	72,000
	2 – 10	45,000	72,000 + (n-1) * 45,000
	11 – 100	27,000	477,000 + (n-10) * 27,000
	101 – 500	18,000	2,907,000 + (n-100) * 18,000
	above 500	10,800	10,107,000 + (n-500) * 10,800
	For n units of 1,000 corporate accounts	Price per units (USD)	Price formula (USD)
	1	192,000	192,000
	2 – 10	120,000	192,000 + (n-1) * 120,000
	11 – 100	72,000	1,272,000 + (n-10) * 72,000
	101 – 500	48,000	7,752,000 + (n-100) * 48,000
	above 500	19,200	26,952,000 + (n-500) * 19,200
	For n units of 500,000 micro savings accounts	Price per unit (USD)	Price formula (USD)
	1	750,000	750,000
	2	562,500	1,312,000
	3 - 20	375,000	1,312,000 + (n-2) * 375,000
	21 – 200	187,500	8,062,500 + (n-20) * 187,500
	above 200	75,000	41,677,500 + (n-200) * 75,000

The total price is the sum of the prices based on metric of all components.
Minimum List price: $300,000

Definition of metric(s) relevant for this Industry Package:

Retail Accounts are standardized deposits products with simple structures and small value for the mass market. Internal accounts are also to be classified as retail accounts.

Private Banking / SME Accounts: Deposits account products with a certain level of individualization on customer level, managed either by a SAP for Banking application or in an external system as a participant in a master contract.

Corporate Accounts are high value and highly individualized deposits and payment products for the corporate market, often part of hierarchical account structures / groups. Pricing is based on account group.

Micro Savings Accounts: Micro savings are highly standardized deposit services that allow people to store small amounts of money for future use, often without minimum balance requirements.

The maximum yearly turnover may not exceed 150 USD. It cannot be a fixed deposit account.

SAP Deposits for Banking	For n units of 1,000 retail accounts	Price per unit (USD)	Price formula (USD)
	1	24,000	24,000
	2 – 10	15,000	24,000 + (n-1) * 15,000
	11-100	9,000	159,000 + (n-10) * 9,000
	101-500	6,000	969,000 + (n-100) * 6,000
	501 – 1,000	4,800	3,369,000 + (n-500) * 4,800
	1,001 – 10,000	3,600	5,769,000 + (n-1,000) * 3,600
	10,001 – 100,000	1,200	38,169,000 + (n-10,000) * 1,200
	Above 100,000	300	146,169,000 + (n-100,000) * 300
	For n units of 1,000 private banking/SME accounts	Price per unit (USD)	Price formula (USD)
	1	72,000	72,000
	2 – 10	45,000	72,000 + (n-1) * 45,000
	11 – 100	27,000	477,000 + (n-10) * 27,000
	101 – 500	18,000	2,907,000 + (n-100) * 18,000
	above 500	10,800	10,107,000 + (n-500) * 10,800
	For n units of 1,000 corporate accounts	Price per units (USD)	Price formula (USD)
	1	192,000	192,000
	2 – 10	120,000	192,000 + (n-1) * 120,000
	11 – 100	72,000	1,272,000 + (n-10) * 72,000
	101 – 500	48,000	7,752,000 + (n-100) * 48,000
	above 500	19,200	26,952,000 + (n-500) * 19,200
	For n units of 500,000 micro savings accounts	Price per unit (USD)	Price formula (USD)
	1	750,000	750,000
	2	562,500	1,312,000
	3 - 20	375,000	1,312,000 + (n-2) * 375,000
	21 – 200	187,500	8,062,500 + (n-20) * 187,500
	above 200	75,000	41,677,500 + (n-200) * 75,000

The total price is the sum of the prices based on metric of all components.
Minimum List price: $300,000

Definition of metric(s) relevant for this Industry Package:

Retail Accounts are standardized deposits products with simple structures and small value for the mass market. Internal accounts are also to be classified as retail accounts.

Private Banking / SME Accounts: Deposits account products with a certain level of individualization on customer level, managed either by a SAP for Banking application or in an external system as a participant in a master contract.

Corporate Accounts are high value and highly individualized deposits and payment products for the corporate market, often part of hierarchical account structures / groups. Pricing is based on account group.

Micro Savings Accounts: Micro savings are highly standardized deposit services that allow people to store small amounts of money for future use, often without minimum balance requirements.

The maximum yearly turnover may not exceed 150 USD. It cannot be a fixed deposit account.

SAP Loans Management for Banking (*)	For n units of 1,000 Retail Loans	Price per unit (USD)	Price formula (USD)
	1	30,000	30,000
	2 – 10	18,000	30,000 + (n – 1) * 18,000
	11-100	11,250	192,000 + (n – 10) * 11,250
	101-500	7,500	1,204,500 + (n – 100) * 7,500
	501 – 1,000	6,000	4,204,500 + (n – 500) * 6,000
	1,001 – 10,000	4,500	7,204,500 + (n – 1,000) * 4,500
	Above 10,000	1,500	47,704,500 + (n – 10,000) * 1,500
	For n units of 1,000 private banking/SME/compley loans	Price per unit (USD)	Price formula (USD)
	1	90,000	90,000
	2 – 10	54,000	90,000 + (n – 1) * 54,000
	11 – 100	33,750	576,000 + (n – 10) * 33,750
	101 – 500	22,500	3,613,500 + (n – 100) * 22,500
	Above 500	18,000	12,613,500 + (n – 500) * 18,000
	For n units of 1,000 corporate loans	Price per unit (USD)	Price formula (USD)
	1	240,000	240,000
	2 – 10	144,000	240,000 + (n-1) * 144,000
	11 – 100	90,000	1,536,000 + (n – 10) * 90,000
	101 – 500	60,000	9,636,000 + (n – 100) * 60,000
	Above 500	48,000	33,636,000 + (n – 500) * 48,000
	For n units of 100 high value loans	Price per unit (USD)	Price formula (USD)
	Up to 10	120,000	n * 120,000
	11 – 100	72,000	1,200,000 + (n – 10) * 72,000
	Above 100	45,000	7,680,000 + (n – 100) * 45,000
	For n units of 100,000 microfinance loans	Price per unit (USD)	Price formula (USD)
	Up to 5	187,500	n * 187,500
	6 – 10	150,000	937,500 + (n – 5) * 150,000
	Above 10	112,500	1,687,500 + (n – 10) * 112,500

(continued on next page)

	For n units of 1,000 Retail Objects included into a facility	Price per unit (USD)	Price formula (USD)
SAP Loans Management for Banking (*)	1	6,000	6,000
	2 – 10	3,600	6,000 + (n – 1) * 3,600
	11 – 100	2,250	38,400 + (n – 10) * 2,250
	101 – 500	1,500	240,900 + (n – 100) * 1,500
	500 – 1,000	1,200	840,900 + (n – 500) * 1,200
	1,001 – 10,000	900	1,440,900 + (n – 1,000) * 900
(continued from previous page)	Above 10,000	300	9,540,900 + (n – 10,000) * 300
	For n units of 1,000 private Banking/SME/complex loans included into a facility	Price per unit (USD)	Price formula (USD)
	1	90,000	90,000
	2 – 10	54,000	90,000 + (n – 1) * 54,000
	11 – 100	33,750	576,000 + (n – 10) * 33,750
	101 – 500	22,500	3,613,500 + (n – 100) * 22,500
	Above 500	4,500	12,613,500 + (n – 500) * 4,500
	For n units of 1,000 corporate loans included into a facility	Price per unit (USD)	Price formula (USD)
	1	240,000	240,000
	2 – 10	144,000	240,000 + (n-1) * 144,000
	11 – 100	90,000	1,536,000 + (n-10) * 90,000
	101 – 500	60,000	9,636,000 + (n-100) * 60,000
	Above 500	12,000	33,636,000 + (n-500) * 12,000
	For n units of 100 high-value loans included into a facility	Price per unit (USD)	Price formula (USD)
	1 – 10	120,000	n * 120,000
	11 – 100	72,000	1,200,000 + (n-10) * 72,000
	Above 100	45,000	5,120,000 + (n-100) * 45,000

The total price is the sum of the prices based on metric of all components.
Minimum List Price: $300,000

The total price is the sum of the prices based on metric of all components. Minimum price: 300,000 USD.

Definition of metrics relevant for this Industry Package:

Retail loans are standardized loan products for the mass market segment of individuals. The product spectrum normally covers loans with simple structures and small values. Retail loans can be included in a credit facility and are managed by a SAP for Banking applicaiton or in an external system as participant in a master contract.

Private Banking / Complex Individual / SME Banking covers the management of products with a certain level of personalization on customer level for individuals and small/medium enterprises. The product spectrum covers the same type of product as retail banking, but having a higher complexity, higher level of individualization and value.

Corporate loans are highly individulized loans products for the corporate market with a high value.
Corporate loans can be included in a credit facility are be managed by a SAP for Banking application or in an external system as participant in a master contract.

High value loans normaly have a complex structure and a high level of individualization on customer level in the area of coporate banking. High Value loans can be included in a credit facility and are managed by a SAP for Banking application or in an external system. They are possibly including refinancing through syndications.

Microfinance loans are highly standardized, low value loans given by a bank or other institution in emerging countries. Micro loans can be offered, often without collateral, to an individual or throug group lending.
The value of the loan may not exceed 750 USD. It cannot be included in a credit facility.

SAP Collateral Management for Banking (*)	For n units of 1,000 secured retail receivables	Price per unit (USD)	Price formula (USD)
	1	12,000	12,000
	2 – 10	7,500	12,000 + (n-1) * 7,500
	11 – 100	4,500	79,500 + (n-10) * 4,500
	101 – 500	3,000	484,500 + (n-100) * 3,000
	501 – 1,000	2,250	1,684,500 + (n-500) * 2,250
	1,001 – 10,000	1,500	2,809,500 + (n-1,000) * 1,500
	Above 10,000	375	16,309,500 + (n-10,000) * 375
	For n units of 1,000 secured SME / private banking / complex receivables	Price per unit (USD)	Price formula (USD)
	1	36,000	36,000
	2 – 10	22,500	36,000 + (n-1) * 22,500
	11 – 100	13,500	238,500 + (n-10) * 13,500
	101 – 500	9,000	1,453,500 + (n-100) * 9,000
	501 – 1,000	6,750	5,053,500 + (n-500) * 6,750
	Above 1,000	4,500	8,428,500 + (n-1,000) * 4,500
	For n units of 1,000 secured corporate receivables	Price per unit (USD)	Price formula (USD)
	1	96,000	96,000
	2 – 10	60,000	96,000 + (n -1) * 60,000
	11 – 100	36,000	636,000 + (n - 10) * 36,000
	101 – 500	24,000	3,876,000 + (n - 100) * 24,000
	501 – 1,000	18,000	13,476,000 + (n - 500) * 18,000
	Above 1,000	12,000	22,476,000 + (n - 1,000) * 12,000
	For n units of 100,000 secured microloans	Price per unit (USD)	Price formula (USD)
	1	112,500	112,500
	2 – 10	75,000	112,500 + (n - 1) * 75,000
	11 – 100	37,500	787,500 + (n - 10) * 37,500
	Above 100	15,000	4,162,500 + (n - 100) * 15,000

The total price is the sum of the prices based on metric of all components.
Minimum List Price: $300,000

The total price is the sum of the prices based on metric of all components. Minimum price: 300,000 USD.

Definition of metric relevant for this Industry Package:

Secured Retail Receivables: A standardized receivables product for the mass market managed either by a SAP for Banking application or in an external system, secured by a collateral object.

Secured Private Banking / SME / Complex individual Receivables: Receivables with a high level of individualization on customer level managed either by a SAP for Banking application or in an external system, secured by one or more collateral objects.

Secured Corporate Receivables: A highly individualized receivables product for the corporate market, managed either by a SAP for Banking application or in an external system, secured by one or more collateral objects.

Secured Microloans: A secured microloan is a small amount of money loaned to a client by a bank or other institution, offered with a collateral, to an individual or through group lending. The value of the loan may not exceed 750 USD.

Asset Liability Management by SAP and SunGard ⊡	refer to section I.A.6.2

⊡ Indicates Third Party Product

	For n units of 1,000 objects	Price per unit (USD)	Price formula (USD)
SAP Financial Database for Banking (*)	Up to to 100	4,950	300,000 + (n – 60) * 4,950
	101 to 200	3,300	495,000 + (n - 100) * 3,300
	201 to 500	2,400	825,000 + (n - 200) * 2,400
	501 to 1,000	1,200	1,545,000 + (n - 500) * 1,200
	1,001 to 2,000	600	2,145,000+(n-1,000)*600
	2,001 to 5,000	450	2,745,000+(n-2,000)*450
	5,001 to 50,000	300	4,095,000+(n-5,000)*300
	Above 50,000	225	17,595,000+(n-50,000)*225

Minimum List Price $300,000

Definition of metric(s) relevant for this Industry Package: Objects entering into the calculation are:

- Contract for financial products that are sold in the retail market and in OTC (over-the-counter) trading (examples: loans, credit facilities), and
- Standardized products that can be bought and sold in an open market (stock exchange). Examples: Shares, Listed Options, Bonds

	For n units of 1,000 Limit sets	Price per unit (USD)	Price formula (USD)
SAP Limit Manager for Banking (*)	Up to 50	-	*Base Price* 300,000
	51 to 100	6,000	300,000 + (n – 50) * 6,000
	101 to 500	2,250	600,000 + (n – 100) * 2,250
	501 to 1,000	1,500	1,500,000 + (n - 500) * 1,500
	1,001 to 5,000	600	2,250,000 + (n – 1,000) * 600
	Above 5,000	300	4,650,000 + (n – 5,000) * 300

Definition of metric(s) relevant for this Industry Package: Number of current Limit sets that are used in the system

SAP Basel II (*)	For n units of 1,000 Business Types "Account" / "Saving" / "Trading"	Price per unit (USD)	Price formula (USD)
	Up to 200	5,250	N * 5,250
	201 to 400	4,500	1,050,000 + (n – 200) * 4,500
	401to 600	3,187.5	1,950,000 + (n – 400) * 3,187.5
	601 to 800	1,500	2,587,500 + (n – 600) * 1,500
	801to 1,200	412.5	2,887,500 + (n – 800) * 412.5
	Above 1,200	75	3,052,500 + (n – 1,200) * 75
	For n units of 1,000 Business "P/C/S Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 200	21,000	n * 21,000
	201 to 400	18,000	4,200,000 + (n – 200) * 18,000
	401to 600	13,125	7,800,000 + (n – 400) * 13,125
	601 to 800	5,625	10,425,000 + (n – 600) * 5,625
	801to 1,200	3,000	11,550,000 + (n – 800) * 3,000
	Above 1,200	750	12,750,000 + (n – 1,200) * 750
	For n units of 50 Business Types "Derivatives"	Price per unit (USD)	Price formula (USD)
	Up to 200	3,750	N * 3,750
	201 to 1,000	2,625	750,000 + (n – 200) * 2,625
	Above 1,000	937.5	2,850,000 + (n – 1,000) * 937.5
	For n units of 1,000 Business Types "Retail Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 400	5,625	N * 5,625
	401 to 600	5,250	2,250,000 + (n – 400) * 5,250
	601 to 800	1,500	3,300,000 + (n – 600) * 1,500
	801 to 1,200	1,125	3,600,000 + (n – 800) * 1,125
	Above 1,200	375	4,050,000 + (n – 1,200) * 375

Minimum List Price $300,000

Definition of metrics relevant for this Industry Package:

- *Account / Saving / Trading* = Accounts (checking, savings and trading accounts) or transactions (securities transactions (spot + forward deals) and MM / FX transactions).
- *Derivatives*
- *P/C/S Cashflow Based* = Private loans from $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions.
- *Retail Cashflow Based Products* = Retail loans up to $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions

	For n units of 1,000 Business Types "Account" / "Saving" / "Trading"	Price per unit (USD)	Price formula (USD)
SAP Profitability Analysis and Management Accounting for Banking (*)	Up to 200	3,937.5	n * 3,937.5
	201 to 400	3,375	787,500 + (n – 200) * 3,375
	401 to 600	2,812.5	1,462,500 + (n – 400) * 2,812.5
	601 to 800	1,125	2,025,000 + (n – 600) * 1,125
	801 to 1,200	810	2,250,000 + (n – 800) * 810
	1,201 to 2,000	213.75	2,574,000 + (n – 1,200) * 213.75
	Above 2,000	45	2,745,000 + (n – 2,000) * 45
	For n units of 1,000 Business "P/C/S Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 200	14,400	n * 14,400
	201 to 400	13,500	2,880,000 + (n – 200) * 13,500
	401 to 800	10,800	5,580,000 + (n – 400) * 10,800
	801 to 1,200	2,250	9,900,000 + (n – 800) * 2,250
	1,201 to 2,000	450	10,800,000 + (n – 1,200) * 450
	Above 2,000	9	11,160,000 + (n – 2,000) * 9
	For n units of 50 Business Types "Derivatives"	Price per unit (USD)	Price formula (USD)
	Up to 200	2,250	n * 2,250
	201 to 1,000	1,856.25	450,000 + (n – 200) * 1,856.25
	Above 1,000	225	1,935,000 + (n – 1,000) * 225
	For n units of 1,000 Business Types "Retail Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 400	3,375	n * 3,375
	401 to 600	3,150	1,350,000 + (n – 400) * 3,150
	601 to 800	900	1,980,000 + (n – 600) * 900
	801 to 1,200	675	2,160,000 + (n – 800) * 675
	Above 1,200	225	2,430,000 + (n – 1,200) * 225

Minimum List Price $300,000 Definition of metrics relevant for this Industry Package:

- *Account / Saving / Trading* = Accounts (checking, savings and trading accounts etc.) or transactions (securities transactions (spot + forward deals) and MM / FX transactions.)
- *Derivatives*
- *P/C/S Cashflow Based* = Private loans from $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions.
- *Retail Cashflow Based Products* = Retail loans up to $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions

"When using the integrated financial management accounting scenario, the license of SAP Accounting for Financial Instruments is required.

	For n units of 1,000 Business Types “Account” / “Saving” / “Trading”	Price per unit (USD)	Price formula (USD)
The credit portfolio data processing tool from SAP for Banking	Up to 200	1,050	n * 1,050
	201 to 400	900	210,000 + (n – 200) * 900
	401 to 600	637.50	390,000 + (n – 400) * 637.50
	601 to 800	300	517,500 + (n – 600) * 300
(continued on next page)	801 to 1,200	82.50	577,500 + (n – 800) * 82.50
	Above 1,200	15	610,500 + (n – 1,200) * 15
	For n units of 1,000 Business “P/C/S Cashflow Based Products”	Price per unit (USD)	Price formula (USD)
	Up to 200	4,200	n * 4,200
	201 to 400	3,600	840,000 + (n – 200) * 3,600
	401 to 600	2,625	1,560,000 + (n – 400) * 2,625
	601 to 800	1,125	2,085,000 + (n – 600) * 1,125
	801 to 1,200	600	2,310,000 + (n – 800) * 600
	Above 1,200	150	2,550,000 + (n – 1,200) * 150
	For n units of 50 Business Types “Derivatives”	Price per unit (USD)	Price formula (USD)
	Up to 200	750	n * 750
	201 to 1,000	525	150,000 + (n – 200) * 525
	Above 1,000	187.50	570,000 + (n – 1,000) * 187.50

Note – pricing for this product continues on the following page

	For n units of 1,000 Business Types "Retail Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
The credit portfolio data processing tool from SAP for Banking *(continued from previous page)*	Up to 400	1,125	n * 1,125
	401 to 600	1,050	450,000 + (n – 400) *1,050
	601 to 800	300	660,000 + (n – 600) * 300
	801 to 1,200	225	720,000 + (n – 800) * 225
	Above 1,200	75	810,000 + (n – 1,200) * 75

Minimum Price 150,000 USD

Definition of metrics relevant for this Industry Package:

- *Account / Saving / Trading* = Accounts (checking, savings and trading accounts) or transactions (securities transactions (spot + forward deals) and MM / FX transactions).
- *Derivatives*
- *P/C/S Cashflow Based* = Private loans from 37,500 USD, loans (mortgages; non-collective loans, and other types of loan); securities positions.
- *Retail Cashflow Based Products* = Retail loans up to 37,500 USD, loans (mortgages; non-collective loans, and other types of loan); securities positions

SAP Accounting for Financial Instruments for Banking (*)	For n units of 1,000 Business Types "Account" / "Saving" / "Trading"	Price per unit (USD)	Price formula (USD)
	Up to 200	6,562.5	n * 6,562.5
	201 to 400	5,625	1,312,500 + (n - 200) * 5,625
	401 to 600	4,687.5	2,437,500 + (n - 400) * 4,687.5
	601 to 800	1,875	3,375,000 + (n - 600) * 1, 875
	801 to 1,200	1,350	3,750,000 + (n - 800) * 1,350
	1,201 to 2,000	360	4,290,000 + (n – 1,200) * 360
	Above 2,000	75	4,578,000 + (n – 2,000) * 75
	For n units of 1,000 Business "P/C/S Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 200	24,000	n * 24,000
	201 to 400	22,500	4,800,000 + (n - 200) * 22,500
	401 to 800	18,000	9,300,000 + (n - 400) * 18,000
	801 to 1,200	3,750	16,500,000 + (n - 800) * 3,750
	1,201 to 2,000	750	18,000,000 + (n – 1,200) * 750
	above 2,000	15	18,600,000 + (n – 2,000) * 15
	For n units of 50 Business Types "Derivatives"	Price per unit (USD)	Price formula (USD)
	up to 200	3,750	n * 3,750
	201 to 1,000	3,090	750,000 + (n - 200) * 3,090
	Above 1,000	375	3,222,000 + (n – 1,000) * 375
	For n units of 1,000 Business Types "Retail Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 400	5,625	n * 5,625
	401 to 600	5,250	2,250,000 + (n - 400) * 5,250
	601 to 800	1,500	3,300,000 + (n - 600) * 1,500
	801 to 1,200	1,125	3,600,000 + (n - 800) * 1,125
	Above 1,200	375	4,050,000 + (n – 1,200) * 375

Minimum List Price $300,000 Definition or metrics relevant for this Industry Package:

- *Account / Saving / Trading* = Accounts (checking, saving and trading accounts) or securities transactions (spot + forward deals); MM / FX transactions.
- *Derivatives*
- *P/C/S Cashflow Based* = Private loans from $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions.

Retail Cashflow Based Products = Retail loans up to $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions

SAP Hedge Management for Banking (*)	For n units of 1,000 Business Types "Account" / "Saving" / "Trading"	Price per unit (USD)	Price formula (USD)
	Up to 200	655.5	n * 655.5
	201 to 400	562.5	131,100 + (n - 200) * 562.5
	401 to 600	468	243,600 + (n - 400) * 468
	601 to 800	187.5	337,200 + (n - 600) * 187.5
	801 to 1,200	135	374,700 + (n - 800) * 135
	1,201 to 2,000	36	428,700 + (n - 1,200) * 36
	Above 2,000	7.5	457,500 + (n - 2,000) * 7.5
	For n units of 1,000 Business "P/C/S Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 200	2,400	n * 2,400
	201 to 400	2,250	480,000 + (n - 200) * 2,250
	401 to 800	1,800	930,000 + (n - 400) * 1,800
	801 to 1,200	375	1,650,000 + (n - 800) * 375
	1,201 to 2,000	75	1,800,000 + (n - 1,200) * 75
	above 2,000	1.5	1,860,000 + (n – 2,000) * 1.5
	For n units of 50 Business Types "Derivatives"	Price per unit (USD)	Price formula (USD)
	up to 200	375	N * 375
	201 to 1,000	300	75,000 + (n - 200) * 300
	Above 1,000	37.5	315,000 + (n – 1,000) * 37.5
	For n units of 1,000 Business Types "Retail Cashflow Based Products"	Price per unit (USD)	Price formula (USD)
	Up to 400	562.5	n * 562.5
	401 to 600	525	225,000 + (n - 400) * 525
	601 to 800	150	330,000 + (n - 600) * 150
	801 to 1,200	112.5	360,000 + (n - 800) * 112.5
	Above 1,200	37.5	405,000 + (n - 1,200) * 37.5

Minimum List Price $75,000

Definition or metrics relevant for this Industry Package:

- *Account / Saving / Trading* = Accounts (checking, saving and trading accounts) or securities transactions (spot + forward deals); MM / FX transactions.
- *Derivatives*
- *P/C/S Cashflow Based* = Private loans from $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions.

Retail Cashflow Based Products = Retail loans up to $37,500, loans (mortgages; non-collective loans, and other types of loan); securities positions

SAP Extended Sourcing for Banking (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n – 50)* 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in Base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spend for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. For this Package SAP Application Professional User (or SAP ERP Professional User resp. SAP Business Suite Professional User) is required			

SAP Extended Procurement for Banking (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	1 to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. For this Package SAP Application Professional User (or SAP ERP Professional User resp. SAP Business Suite Professional User) is required. Note regarding (**): Suppliers do not need to be licensed as named users			

SAP Incentive and Commission Management for Banking	For n banking commission recipient	Price per banking commission recipient (USD)	Price formula (USD)
	Up to 50	-	*Base price* 60,000
	51 to 250	1,200	60,000 + (n – 50) * 1,200
	251 to 1,000	900	300,000 + (n – 250) * 900
	Above 1,000	750	975,000 + (n – 1,000) * 750
Definition of metric relevant for this Industry Package: A banking commission recipient is a person or company which receives payments of any type via ICM related to a banks business (existing commission contract). Banking commission recipients whose annual payment is less than 750 USD will only be counted as a half (50%). Banking commission recipients whose annual payment exceeds 75,000 USD will be counted as a new commission recipient for every 75,000 USD of a disbursement.			

4.26. SAP for Insurance

SAP Marketing for Insurance (*)	For n units of 1 Million USD gross written premium	Price per unit (USD)	Price formula (USD)
	Up to 50	-	45,000 *Base price*
	51 to 250	750	45,000 + (n – 50) * 750
	251 to 1,000	600	195,000 + (n – 250) * 600
	1,001 to 2,000	450	645,000 + (n – 1,000) * 450
	Above 2,000	300	1,095,000 + (n – 2,000) * 300
Definition of metric(s) relevant for this Industry Package: Gross written premium of an insurance company is the sum of earned gross premium of a fiscal year			

	For n units of 1 Million USD gross written premium	Price per unit (USD)	Price formula (USD)
SAP Sales Management for Insurance (*)	Up to 50	-	45,000 *Base price*
	51 to 250	750	45,000 + (n – 50) * 750
	251 to 1,000	600	195,000 + (n – 250) * 600
	1,001 to 2,000	450	645,000 + (n – 1,000) * 450
	Above 2,000	300	1,095,000 + (n – 2,000) *300
Definition of metric(s) relevant for this Industry Package: Gross written premium of an insurance company is the sum of earned gross premium of a fiscal year			

	For n units of 1 Million USD gross written premium	Price per unit (USD)	Price formula (USD)
SAP Customer Service Management for Insurance (*)	Up to 50	-	45,000 *Base price*
	51 to 250	750	45,000 + (n – 50) * 750
	251 to 1,000	600	195,000 + (n – 250) * 600
	1,001 to 2,000	450	645,000 + (n – 1,000) *450
	Above 2,000	300	1,095,000 + (n – 2,000) * 300
Definition of metric(s) relevant for this Industry Package: Gross written premium of an insurance company is the sum of earned gross premium of a fiscal year			

	For n units of 1 Million USD gross written premium	Price per unit (USD)	Price formula (USD)
SAP Incentive and Commission Management for Insurance	Up to 50	-	600,000 *Base price*
	51 to 250	6,000	600,000 + (n – 50) * 6,000
	251 to 1,000	4,500	1,800,000 + (n – 250) * 4,500
	1,001 to 2,000	3,000	5,175,000 + (n – 1,000) * 3,000
	Above 2,000	2,250	8,175,000 + (n – 2,000) * 2,250
Definition of metric(s) relevant for this Industry Package: Gross written premium of an insurance company is the sum of earned gross premium of a fiscal year			

	For n units of 1 Million USD gross written premium	Price per unit (USD)	Price formula (USD)
SAP Collections and Disbursements for Insurance	Up to 50	-	450,000 *Base price*
	51 to 250	4,500	450,000 + (n – 50) * 4,500
	251 to 1,000	3,375	1,350,000 + (n – 250) * 3,375
	1,001 to 2,000	2,250	3,881,250 + (n – 1,000) * 2,250
	Above 2,000	1,875	6,131,250 + (n – 2,000) * 1,875
Definition of metric: Gross written premium of an insurance company is the sum of earned gross premium of a fiscal year			

	For n units of 1 Bill. USD Asset under Management	Price per unit (USD)	Price formula (USD)
SAP Investment Management for Insurance	Up to 3	-	180,000 *Base price*
	4 to 12	45,000	180,000 + (n – 3) * 45,000
	Above 12	30,000	585,000 + (n – 12) * 30,000
Definition of metric: Asset under Management is the book value of the financial instruments (assets plus liabilities) managed by the insurance company.			

	For n units of 1 Bill. USD Asset under Management	Price per unit (USD)	Price formula (USD)
SAP Investment Controlling for Insurance	Up to 3	-	180,000 *Base price*
	4 to 12	45,000	180,000 + (n – 3) * 45,000
	Above 12	30,000	585,000 + (n – 12) * 30,000
Definition of metric: Asset under Management is the book value of the financial instruments (assets plus liabilities) managed by the insurance company.			

	For n units of 1,000 customer files	Price per unit (USD)	Price formula (USD)
SAP Financial Customer Information Management for Insurance	Up to 300	-	450,000 *Base price*
	301 to 1,000	1,200	450,000 + (n – 300) * 1,200
	1,001 to 2,500	600	1,290,000 + (n – 1,000) * 600
	Above 2,500	300	2,190,000 + (n – 2,500) * 300
Definition of metric: Customer files are the actual or forecasted number of customer information files for the System of Record. If System of Recorded is supported by an SAP solution (FS-PM,FS-CM,FS-CD,FS-ICM), then separate purchase is not required for use in relevance with that solution.			

SAP Extended Sourcing for Insurance (*)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	Up to 50	-	300,000 *Base price*
	51 to 500	2,625	300,000 + (n - 50) * 2,625
	501 to 1,000	2,250	1,481,250 + (n – 500) * 2,250
	Above 1,000	450	2,606,250 + (n – 1,000) * 450
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected.			

SAP Extended Procurement for Insurance (**)	For n units of 1 Million USD spend volume	Price per unit (USD)	Price formula (USD)
	-	-	150,000 *Base price*
	Up to 1,000	2,250	150,000 + (n * 2,250)
	Above 1,000	225	2,400,000 + (n – 1,000) * 225
	For n back-ends	Price per backend (USD)	Price formula (USD)
	1	-	*Included in base price*
	Above 1	75,000	(n – 1) * 75,000
The total price is the sum of the prices based on spend volume and on back-ends. Definition of metric(s) relevant for this Industry Package: Spend Volume is the amount of the company's annual spends for direct and indirect goods and services. Back-ends are ERP systems to which the industry package is connected. Note regarding (**): Suppliers do not need to be licensed as named users.			

SAP Statutory Reporting for Insurance	For n units of 1 Bill. USD Assets under Management	Price per unit (USD)	Price formula (USD)
	Up to 3.5	-	90,000
	3.5 to 12	-	135,000
	Above 12	3,000	180,000 + (n – 12) * 3,000
Definition of metric: Assets under Management are the book value of the financial instruments (assets plus liabilities) managed by the insurance company.			

5. SAP NetWeaver

5.1. SAP NetWeaver Application Specific Runtime License and Related Product Options

An application specific runtime license of SAP NetWeaver is included with the SAP Application, individual SAP solutions or SAP Business Suite licenses. Use of the following SAP NetWeaver components or capabilities needs to be licensed separately and in addition to Named Users, Product Options, Generic Packages, Industry Packages and Supplementary Products. **See the R/3 Price List for options available for existing R/3 customers.**

5.1.1. SAP Exchange Infrastructure (SAP XI)

SAP XI pricing consists of the following elements: the SAP XI Base Engine; the Adapters and Business Packages.

5.1.1.1 SAP XI Base Engine

If SAP XI is used to integrate 3rd party applications among each other or with SAP software of the licensee, then the SAP XI Base Engine is priced based on the overall processed message volume expressed in Gigabytes (GB) per month. A single message originating from licensee's SAP application and being sent to licensee's SAP application is not counted.

	GB/month	Price per 50 GB/month (USD)	Max. cumulated Price (USD)
SAP XI Base Engine	0 to 5	-	22,500 *Base price*
	6 to 25	-	75,000
	26 to 50	-	135,000
	51 to 250	30,000	135,000 + (n – 50)/50 * 30,000
	251 to 500	27,000	255,000 + (n – 250)/50 * 27,000
	501 to 1,000	22,500	390,000 + (n – 500)/50 * 22,500
	1,001 to 2,000	15,000	615,000 + (n – 1,000)/50 * 15,000
	2,001 to 3,000	11,250	915,000 + (n – 2,000)/50 * 11,250
	Above 3,000	7,500	1,140,000 + (n – 3,000)/50 * 7,500

5.1.1.2 Adapters

Adapters are only available in conjunction with the SAP XI Base Engine or SAP NetWeaver Full Use license. Adapters are priced based on the processed message volume or based on the number of connected systems. Adapters are categorized into following categories:

- Category I: Standard Technical Protocol Adapters, provided by SAP
    - SAP NetWeaver Adapter for IDOCs
    - SAP NetWeaver Adapter for RFCs
    - SAP NetWeaver Adapter for File/FTP
    - SAP NetWeaver Adapter for Http(s)
    - SAP NetWeaver Adapter for SOAP
    - SAP NetWeaver Adapter for JMS
    - SAP NetWeaver Adapter for JDBC,
    - SAP NetWeaver Adapter for Mail Protocols (pop, imap, smtp)
    - SAP NetWeaver Adapter for SAP BC Protocol

  The use of adapters of Category I is included in license fee for SAP XI Base Engine or SAP NetWeaver Full Use license.

- Category II: Backend Applications
- Category III: Technical Adapters
- Category IV: EDI Adapters Including Industry-Specific Mappings
- Category V: Application Backend Adapters (EP Edition)
- SAP Business Packages (Adapter and Mapping by SAP)

For pricing of Category II – V adapters see chapter A.6.2. Supplementary Products – 3rd Party Products.

5.1.1.3 SAP Business Packages (Adapter and Mapping by SAP)

SAP Business Package for RosettaNet (RNIF 2.0) Order-to-Invoice

The package consists of the adapter plus the Order-to-Invoice (for business partner buyer and seller) mappings.

SAP Business Package for RosettaNet (RNIF 2.0) Order-to-Invoice	GB / month	Price (USD)
	Up to 10	157,500
	11 to 100	232,500
	101 to 500	307,500
	501 to 1,500	382,500
	Above 1,500	457,500

SAP Business Package for CIDX (RNIF 1.1) Order-to-Invoice

The package consists of the adapter plus the Order-to-Invoice (for business partner buyer and seller) mappings.

SAP Business Package for CIDX (RNIF 1.1) Order-to-Invoice	GB/month	Price (USD)
	Up to 10	157,500
	11 to 100	232,500
	101 to 500	307,500
	501 to 1,500	382,500
	Above 1,500	457,500

SAP Business Package for STAR

The package consists of the SOAP adapter and Standard for Automotive Retail Re. 2.0 (STAR) mappings. This package applies to Automotive only.

SAP Business Package for STAR	For n installations	Price per installation (USD)	Price formula (USD)
	"n" installations	9,000	n * 9,000

SAP Integration Package for SWIFT

The package provides connectivity and business mapping between SAP ERP and SWIFT Pay to Reconcile.

SAP Integration Package for SWIFT	For n installations	Price per installation (USD)	Price formula (USD)
	"n" installations	75,000	n * 75,000

5.1.2. SAP Master Data Management

SAP Master Data Management pricing consists of following elements: MDM, MDM PCM, MDM print and MDM GDS.

MDM

MDM pricing is based upon:

- object type;
- the maximum number of objects stored in the MDM system.

The object type:

Object Type	Applicable MDM Pricing Scale
Product	2
Customer	3
Supplier	1
Other (i.e. employees)	1

The maximum number of objects stored in the MDM system:

Pricing Scale 1	
Max Objects (in '000)	Price (USD)
0.5	225,000
1	337,500
2.5	525,000
5	750,000
10	1,012,500
25	1,500,000
50	2,175,000
100	3,000,000
250	4,650,000
500	6,450,000
over 500	9,000,000

Pricing Scale 2	
Max Objects (in '000)	Price (USD)
5	225,000
10	337,500
25	525,000
50	750,000
100	1,012,500
250	1,500,000
500	2,175,000
1,000	3,000,000
2,500	4,650,000
5,000	6,450,000
over 5,000	9,000,000

Pricing Scale 3	
Max Objects (in '000)	Price (USD)
50	225,000
100	337,500
250	525,000
500	750,000
1,000	1,012,500
2,500	1,500,000
5,000	2,175,000
10,000	3,000,000
25,000	4,650,000
50,000	6,450,000
over 50,000	9,000,000

MDM PCM

MDM PCM is the SAP platform solution for product content management (PCM) that includes a subset of MDM capabilities to create and manage product data in a catalog; it does not require the purchase of MDM nor does it include data distribution logic, workflow nor object-specific business analytics. **MDM includes this functionality and it does not need to be licensed separately for MDM.**

The price for MDM PCM is based on the number of products in the Product Data Cache.

MDM PCM	Max Objects (in '000)	Price (USD)
	5	97,500
	10	172,500
	25	262,500
	50	375,000
	100	510,000
	250	750,000
	500	1,087,500
	1,000	1,500,000
	2,500	2,325,000
	5,000	3,225,000
	over 5,000	4,500,000

MDM Print

MDM Print is the SAP solution for print catalog publishing; it requires the purchase of either MDM for the Product object or MDM PCM (which themselves do not include MDM Print).

The price for MDM Print is based on the number of products in the Product Data Cache.

MDM Print	Max Objects (in '000)	Price (USD)
	5	97,500
	10	172,500
	25	262,500
	50	375,000
	100	510,000
	250	750,000
	500	1,087,500
	1,000	1,500,000
	2,500	2,325,000
	5,000	3,225,000
	over 5,000	4,500,000

MDM GDS

MDM GDS is the SAP turnkey solution for Global Data Synchronization (GDS) and does not require the purchase of MDM (which itself does not include MDM GDS). The price for MDM GDS is based on the number of products in the Product Data Cache.

Important Note: Requires an AS2 Adapter (See section 6.2.8 SAP NetWeaver Adapters).

MDM GDS	Max Objects (in '000)	Price (USD)
	50	262,500
	100	352,500
	250	525,000
	500	750,000
	1,000	1,050,000
	2,500	1,650,000
	5,000	2,250,000
	over 5,000	3,150,000

Customers who want to extend to MDM or MDM PCM must purchase the corresponding license in addition to the MDM GDS license.

5.1.3. OpenHub

OpenHub has to be licensed whenever data is being extracted and transferred from SAP BW into third party target systems. **The communication between multiple SAP BW systems does not require OpenHub.**

OpenHub	For n units of installations (productive system)	Price per installation unit (USD)	Price formula (USD)
	"n" units	375,000	n * 375,000
OpenHub has to be licensed whenever data is being extracted and transferred from SAP BW into third party target systems.			

5.1.4. BeX Broadcaster

BeX Broadcaster	Number of broadcast recipients	Price (USD)
	Up to 500	56,250
	501 to 1,000	75,000
	1,001 to 5,000	300,000
	5,001 to 20,000	750,000
	Above 20,000	1,125,000
Broadcasting recipients accessing SAP solutions or their respective components need to be licensed for such solutions.		

5.1.5. SAP NetWeaver Records Management

	For n records	Price per record (USD)	Price formula (USD)
SAP NetWeaver Records Management	Up to 30,000	-	45,000 *Base price*
	30,001 to 50,000	0.975	45,000 + (n – 30,000) * 0.975
	50,001 to 100,000	0.75	64,500 + (n – 50,000) * 0.75
	100,001 to 200,000	0.57	102,000 + (n – 100,000) * 0.57
	200,001 to 500,000	0.435	159,000 + (n – 200,000) * 0.435
	500,001 to 1,000,000	0.33	289,500 + (n – 500,000) * 0.33
	Above 1,000,000	Upon request	Upon request

5.1.6. Reserved

5.1.7. Reserved

5.1.8. SAP NetWeaver Enterprise Search

SAP NetWeaver Enterprise Search	For n units of 16GB lots blade memory size	Price per unit (USD)	Price formula (USD)
	"n" units	75,000	n * 75,000

Certain hardware restrictions may apply – details are available upon request.

5.1.9. Reserved

5.1.10. Reserved

5.1.11 Reserved

5.1.12 SAP Partner Connectivity Kit

SAP Partner Connectivity Kit	For n installations	Price per Installation (USD)	Price formula (USD)
	Up to 5	7,500	n * 7,500
	6 to 20	4,500	37,500 + (n – 5) * 4,500
	Above 20	3,000	105,000 + (n – 20) * 3,000
The J2EE based SAP Partner Connectivity Kit allows companies that do not operate their own EAI tool to connect their systems via RFC-, File-, JDBC-, or JMS-Adapter to SAP XI operated by their business partners.			

5.1.13 Reserved

5.2. SAP NetWeaver Full Use License

If the customer wants to use SAP NetWeaver technology outside of the scope of the application specific runtime license additional licensing is required by way of a full use license. Such SAP NetWeaver Full Use license is independent of an application and complementary to an application specific runtime license.

Any type of custom developed software or third party application developed with and/or deployed on the SAP NetWeaver may utilize MaxDB delivered as part of SAP NetWeaver Full Use license. Any other usage of MaxDB with SAP application components or SAP solution components requires an application specific database license according to section I.A.8. **For all databases other than MaxDB, the customer has to acquire the database license for use with the SAP NetWeaver Full Use license directly from the respective database vendor.**

In case SAP NetWeaver Full Use is used to build and operate a custom developed application and/or a 3rd party application that interfaces and accesses SAP application components or solution components, all users accessing SAP application components or solution components through such custom developed application and/or 3rd party application need to be licensed as Named Users of the respective SAP Application or SAP solution license according to II.A.2. as well.

There are two mutually exclusive pricing options for SAP NetWeaver Full Use license; i.e. customers can license SAP NetWeaver Full Use either CPU-based or user-based. Customers must decide the first time they purchase or license a SAP NetWeaver Full Use license which model (user-based or CPU-based) they choose. **Switching or mixing CPU-based and user-based licensing for SAP NetWeaver Full use is not permitted.**

	Unit	Price per Unit (USD)
SAP NetWeaver Full Use	Per user (Minimum 120 users) Or (mutually exclusive) Per CPU	375 Or 45,000
Definition of metric(s): Every CPU that runs at least parts of SAP NetWeaver counts as full CPU. Dual core processors are counted as 1 processor only. And, CPU's with hyper-threading are also licensed as 1 processor.		

Use of SAP NetWeaver Options or Supplementary Products listed in A.5.1.2. to A.5.1.5, A.5.1.7 to A.5.1.11. and A.6.2.8 needs to be licensed separately and in addition to the SAP NetWeaver Full Use CPU based License.

Use of SAP NetWeaver Options or Supplementary Products listed in A.5.1.1. to A.5.1.5, A.5.1.7.to A.5.1.11 and A.6.2.8 needs to be licensed separately and in addition to the SAP NetWeaver Full Use user based License.

For development and administration purposes following Named Users need to be licensed in addition to the SAP NetWeaver Full Use license.

SAP NetWeaver Developer User	SAP NetWeaver Administration User
5,250 USD	4,800 USD

6. Supplementary Products

Supplementary Products must be licensed in addition to Named Users. That is, a user accessing a Supplementary Product must also be licensed as a Named User. Such Named Users may access Supplementary Products to the extent of their licensed user category.[3]

6.1. General Products

All Supplementary Products – General Products require licensing of the ERP Package as a pre-requisite (exceptions from this rule are marked with the symbol (*) in the tables below) or require licensing of individual SAP solution or SAP Business Suite Named Users.

6.1.1. SAP Marketing

SAP Marketing (*)	B2C campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 250	-	37,500 *Base price*
	251 to 2,500	75	37,500 + (n – 250) * 75
	Above 2,500	52.50	206,250 + (n – 2,500) * 52.50
	B2B campaigns		
	For n units of 1,000 campaign contacts	Price per unit (USD)	Price formula (USD)
	Up to 25	-	37,500 *Base price*
	26 to 250	750	37,500 + (n – 25) * 750
	Above 250	525	206,250 + (n – 250) * 525
Definition of metric(s) relevant for this Package: The number of campaign contacts is calculated by multiplying the number of campaigns per year with the average target group size. Campaigns are all executed campaigns which are modeled, in execution or complete in the SAP CRM system.			

[3] Third party products are marked with the symbol (⊡)

6.1.2. SAP Sales Management

	For n units of 1,000 sales orders	Price per unit (USD)	Price formula (USD)
SAP Sales Management (*)	Up to 25	-	37,500 *Base price*
	26 to 2,500	75	37,500 + (n – 25) * 75
	Above 2,500	37.50	223,125 + (n – 2,500) * 37.50
Definition of metric(s) relevant for this Package: Annual number of sales orders based on one-order documents which are executed in the system and triggered from CRM.			

6.1.3. SAP Service Management

	For n units of 1,000 service requests	Price per unit (USD)	Price formula (USD)
SAP Service Management (*)	Up to 50	-	37,500 *Base price*
	51 to 1,000	150	37,500 + (n – 50) * 150
	Above 1,000	37.50	180,000 + (n – 1000) * 37.50
Definition of metric(s) relevant for this Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders.			

6.1.4. SAP Resource and Portfolio Management (SAP RPM)

	For n units of 25 Million Portfolio Budget	Price per 25M (USD)	Price formula (USD)
SAP RPM	Up to 4	97,500	n * 97,500
	5 to 8	90,000	390,000 + (n – 4) * 90,000
	9 to 16	82,500	750,000 + (n – 8) * 82,500
	Above 16	75,000	1,410,000 + (n – 16) * 75,000
Definition of Metric Portfolio Budget (Annual): The total annual (calendar or fiscal year) budget of combined “active” portfolio items (projects, services, etc.) – not proposals – contained in SAP RPM. Once a proposal is “approved”, its budget for the year is included the total, which is used to compute the portfolio budget total – tiered pricing is based upon this number. This number is measurable and reportable from SAP RPM. Of note, master projects (program) budgets are a collection of the budgets of sub-projects plus their budget. Sub-projects that support programs/master projects are not double counted.			

6.1.5. SAP Contract Lifecycle Management (SAP CLM)

Select **ONE** column below **based on the Licensee's industry**, only use generic Company revenue-based pricing below (first column) in the event the Licensee **does not** fall into any of the industries specified.

	SAP CLM For "n" units of 100M USDo Revenue	SAP CLM (Banking) For n units of 1 Billion USD Assets Under Management	SAP CLM (Insurance) For n units of 100 Million USD Gross Premiums	SAP CLM (Public Sector) For n units of 100 Million USD Operating Budget,	Price per unit (USD) For CLM, Banking, Insurance, Public Sector)	Price formula (USD)		SAP CLM (Defense & Security) For n units of 10M USD Program Budget	Price per unit (USD)	Price formula (USD)
SAP CLM	Up to 2	Up to 2	Up to 2	Up to 2	-	**73,500** ***Base price***		Up to 4	-	**73,500** ***Base price***
	3 to 20	3 to 20	3 to 20	3 to 20	10,500	**73,500** **+ (n – 2) * 10,500**		5 to 40	5,250	**73,500** **+ (n - 4) * 5,250**
	21 to 50	21 to 50	21 to 50	21 to 50	5,250	**262,500** **+ (n – 20) * 5,250**		41 to 100	2,625	**175,000** **+ (n – 40) * 2,625**
	51 to 100	51 to 100	51 to 100	51 to 100	2,625	**420,000** **+ (n – 50) * 2,625**		101 to 200	1,312.5	**420,000** **+ (n – 100) * 1,312.5**
	101 to 500	101 to 500	101 to 500	101 to 500	1,275	**551,250** **+ (n – 100) * 1,275**		201 to 1,000	637.5	**551,250** **+ (n - 200) * 637.5**
	Above 500	Above 500	Above 500	Above 500	600	**1,061,250** **+ (n – 500) * 600**		Above 1,000	300	**1,061,250** **+ (n – 1,000) * 300**

Pricing applies if only one contract type is handled. If two or more different contract types are handled the price needs to be multiplied by two.

There are three contract types defined: Procurement, Sales, and All Others (Non-Procurement and Non-Sales).

"Procurement" applies to all contracts which designate an agreement where the company will pay a third party for something the company receives. This will include related agreements to complete a purchase agreement such as NDAs and the like. Pass through payment contracts such as those for health insurance (w/doctors and hospitals) and media buying would fall under this area.

"Sales" applies to all contracts which designate an agreement where the company will receive payment for something they provide, and all related agreements.

"All Others, Non-Procurement and Non-Sales" captures agreements not relating to a specific purchase or a sale with third parties such as general NDAs, partnerships, IP non-infringement, etc, and internal contracts that may or may not have monetary elements such as employee agreements.

6.1.6. SAP Cost and Quotation Management (SAP CQM)

	Number of quoted products	Price per quoted product (USD)	Max. cumulated price (USD)
SAP CQM	Up to 500	-	375,000 *Base price*
	501 – 2,500	750	1,875,000
	2,501 – 7,000	375	3,562,500
	Above 7,000	-	3,562,500
Definition of metric(s): Quotations often include more than one end product. As such, a quoted product is the sum of all quoted end products across all quotations within a year.			

6.1.7. SAP Manufacturing Integration and Intelligence (SAP MII)

	Price per Plant	
	Number of Plant Employees	Price (USD)
SAP MII	Up to 100	75,000
	101 – 500	150,000
	Above 500	300,000
The list price for SAP Manufacturing Integration and Intelligence (MII) is based on the number of plants and the number of employees in each plant. The price per plant is calculated as in the table and the prices for all plants where SAP MII is used need to be added to calculate the final price for SAP MII.		

6.1.8. SAP Lean Planning Operations (SAP LPO)

	Price per Plant	
	Number of Plant Employees	Price (USD)
SAP LPO	1 – 100	75,000
	101 – 500	150,000
	Above 500	300,000
The list price for SAP Lean Planning Operations (LPO) is based on the number of plants and the number of employees in each plant. The price per plant is calculated as in the table and the prices for all plants where SAP LPO is used need to be added to calculate the final price for SAP LPO.		

6.1.9. SAP Auto ID Infrastructure

SAP Auto ID Infrastructure	For n Auto-ID sites	Price per Auto-ID site (USD)	Price formula (USD)
	n	75,000	n * 75,000
Definition of metric: Auto-ID Site is a physical location identified by a street address where device(s) are capturing and transmitting data, connected with Auto-ID Enterprise and\or Auto ID Infrastructure software which is performing serialized, auto ID enabled business processes (such as pack, load, receive, PTA, RTI, Kanban, Inbound, Outbound, Serial number distribution). Multiple separate physical structures with no common walls and which have the same street address will be considered separate sites.			

6.1.10. SAP Auto ID Enterprise

SAP Auto ID Enterprise	For n Auto-ID sites	Price per Auto-ID site (USD)	Price formula (USD)
	Up to 8 sites	150,000	n * 150,000
	9 – 20	90,000	1,200,000 + (n - 8) * 90,000
	21 – 100	45,000	2,280,000 + (n – 20) * 45,000
	Above 100	15,000	5,880,000 + (n - 100) * 15,000
Definition of metric: Auto-ID Site is a physical location identified by a street address where device(s) are capturing and transmitting data, connected with Auto-ID Enterprise and\or Auto ID Infrastructure software which is performing serialized, auto ID enabled business processes (such as pack, load, receive, PTA, RTI, Kanban, Inbound, Outbound, Serial number distribution). Multiple separate physical structures with no common walls and which have the same street address will be considered separate sites.			

6.1.11. SAP Test Data Migration Server (TDMS)

SAP Test Data Migration Server	Database size of productive system (in GB)	Price formula (USD)
	0 - 299	51,000
	300 - 499	72,000
	500 - 999	109,500
	1,000 - 1,999	156,000
	2,000 – 3,999	201,000
	4,000 + n * 1,000	201,000 + n * 30,000
The list price for SAP Test Data Migration Server is based on the DB size of the productive system and is calculated individually for each system that means for each ERP, BI and CRM system. (Look up table; do not cumulate.)		

6.1.12. Interfaces to SAP Business One.

Existing customers, who have already licensed an individual SAP solutions, SAP Business Suite or new customer licensing SAP Applications and related software packages/ options may receive the SAP Business One Integration for SAP NetWeaver at no additional charge under maintenance.

6.1.13. Reserved

6.2. 3rd Party Products[4]

SAP Enterprise Support can be licensed for 3rd party products licensed by SAP but only if all included components are fully covered by SAP Enterprise Support. Please refer to I.B.1 SAP Enterprise Support.

6.2.1. SAP Business Profitability Manager by Acorn Systems (⊡)

	For n units of 1 Billion USD Customer revenue	Price per unit (USD)	Price formula (USD)
SAP Business Profitability Manager by Acorn Systems (⊡)	Up to 0.25	n.a.	405,000
	0.26 to 0.49	n.a.	750,000
	0.5 to 0.9	n.a.	1,800,000
	1 to 4	525,000	2,400,000 + (n – 1) * 525,000
	5 – 9	435,000	4,350,000 + (n – 5) * 435,000
	Above 9	330,000	6,600,000 + (n – 10) * 330,000

6.2.2. SAP Manufacturing Execution by Visiprise (⊡)

	Price per Plant	
SAP Manufacturing Execution by Visiprise (⊡)	Number of Plant Employees	Price (USD)
	1 – 100	600,000
	101 – 500	990,000
	501 – 5,000	1,980,000
	Above 5,000	5,940,000

The list price for SAP Manufacturing Execution by Visiprise is based on the number of plants and the number of employees in each plant. The price per plant is calculated as in the table and the prices for all plants where SAP Manufacturing Execution by Visiprise is used need to be added to calculate the final price for SAP Manufacturing Execution by Visiprise.

(look up table – do not cumulate)

[4] Third party products are marked with the symbol (⊡)

6.2.3. SAP Talent Visualization by Nakisa (⊡)

If all 3 components (Talent Planning, Talent Viewing, OrgChart) of SAP Talent Visualization by Nakisa are licensed at the same time the following table applies (refer to next page if all 3 components are not being licensed:

SAP Talent Visualization by Nakisa (⊡)

Talent Planning		
For n units of 15 Talent Planning Users	Price per unit (USD)	Price formula (USD)
1	-	75,000 Base Price
2 – 10	63,750	75,000 + (n – 1) * 63,750
11 – 20	54,000	648,750 + (n – 10) * 54,000
Above 20	45,000	1,188,750 + (n – 20) * 45,000
Talent Viewing		
For n units of 50 Talent Viewing users	Price per unit (USD)	Price formula (USD)
Up to 10	22,500	n * 22,500
11 – 20	18,750	225,000 + (n – 10) * 18,750
21 – 30	15,000	412,500 + (n – 20) * 15,000
31 – 50	12,750	562,500 + (n – 30) * 12,750
Above 50	11,250	817,500 + (n – 50) * 11,250
OrgChart		
For n units of 500 users	Price per unit (USD)	Price formula (USD)
Up to 20	18,000	n * 18,000
21 – 40	15,750	360,000 + (n – 20) * 15,750
41 – 60	13,500	675,000 + (n – 40) * 13,500
61 – 100	11,250	945,000 + (n – 60) * 11,250
Above 100	7,500	1,395,000 + (n – 100) * 7,500

Named Users being counted as “Talent Planning Users” do not need to be counted as “Talent Viewing users” and users for OrgChart as these licenses are contained into Talent Planning license. Each user accessing Talent Planning needs to be licensed as SAP Professional named user.
Named Users being counted as “Talent Viewing users” do not need to be counted as users for OrgChart as this license is contained into Talent Viewing. Each user accessing Talent Viewing needs to be licensed as SAP Professional named user.
Each user accessing OrgChart needs to be licensed at least as SAP ESS named user.

If the components (Talent Planning, Talent Viewing, OrgChart) of SAP Talent Visualization by Nakisa are licensed separately (i.e. at least 1 but not more than 2) the following table applies:

SAP Talent Visualization by Nakisa (⊡)

(Pricing if only 1 or 2 components are licensed at the same time)

Talent Planning		
For n units of 15 Talent Planning Users	Price per unit (USD)	Price formula (USD)
1	-	90,000 Base Price
2 – 10	76,500	90,000 + (n – 1) * 76,500
11 – 20	64,800	778,500 + (n – 10) * 64,800
Above 20	54,000	1,426,500 + (n – 20) * 54,000
Talent Viewing		
For n units of 50 Talent Viewing users	Price per unit (USD)	Price formula (USD)
Up to 10	27,000	n * 27,000
11 – 20	22,500	270,000 + (n – 10) * 22,500
21 – 30	18,000	495,000 + (n – 20) * 18,000
31 – 50	15,300	675,000 + (n – 30) * 15,300
Above 50	13,500	981,000 + (n – 50) * 13,500
OrgChart		
For n units of 500 users	Price per unit (USD)	Price formula (USD)
Up to 20	21,600	n * 21,600
21 – 40	18,900	432,000 + (n – 20) * 18,900
41 – 60	16,200	810,000 + (n – 40) * 16,200
61 – 100	13,500	1,134,000 + (n – 60) * 13,500
Above 100	9,000	1,674,000 + (n – 100) * 9,000

Named Users being counted as “Talent Planning Users” do not need to be counted as “Talent Viewing users” and users for OrgChart as these licenses are contained into Talent Planning license. Each user accessing Talent Planning needs to be licensed as SAP Professional named user.

Named Users being counted as “Talent Viewing users” do not need to be counted as users for OrgChart as this license is contained into Talent Viewing. Each user accessing Talent Viewing needs to be licensed as SAP Professional named user.

Each user accessing OrgChart needs to be licensed at least as SAP ESS named user.

6.2.4. Reserved

6.2.5. Reserved

6.2.6. Reserved

6.2.7 Reserved

6.2.8. Reserved

6.2.9. SAP NetWeaver Adapters

Category I: Standard Technical Protocol Adapters, provided by SAP

Please refer to section 5.1.1.2

Category II: Backend Applications Adapters:

- SAP NetWeaver Adapter for CICS Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for TMS/IMS Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for TELNET (3270) Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for BAAN Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for JD EDWARDS ONE WORLD XE Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for ORACLE Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for Peoplesoft Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for QAD MFG Pro Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for Siebel Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver JDE World Adapter by iWay (XI Edition) (⊡)
- SAP NetWeaver Telenet 5250 Adapter by iWay (XI Edition) (⊡)

The list price per backend application adapter is 75,000 USD per installation and per connected system.

Category III: Technical Adapters:

- SAP NetWeaver Marketplace Adapter
- SAP NetWeaver Adapter for AS2 by iWay (⊡)
- SAP NetWeaver Adapter for UCCNet by iWay (⊡)
- SAP NetWeaver Adapter for Transora by iWay (⊡)
- SAP NetWeaver Adapter for TIBCO Rendezvous by iWay (XI Edition) (⊡)
- SAP NetWeaver Adapter for AS2 (EDIINT) by SEEBURGER(⊡)
- SAP NetWeaver Adapter for OFTP by SEEBURGER(⊡)
- SAP NetWeaver Adapter for VAN by SEEBURGER(⊡)
- SAP NetWeaver Adapter for AS1 by iWay (⊡)
- SAP NetWeaver Adapter for CORBA by iWay (⊡)
- SAP NetWeaver Adapter for Swift by iWay (⊡)

GB / month	Price (USD)
Up to 2	15,000
3 to 10	75,000
11 to 100	150,000
101 to 500	225,000
501 to 1,500	300,000
1,501 to 3,000	375,000
Above 3,000	450,000

Category IV: EDI Adapters Including Industry-Specific Mappings:

- SAP NetWeaver Adapter for Aerospace & Defense Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Automotive Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Chemical Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Consumer Products Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for High Tech Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Paper Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Pharmaceutical Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Retail Industry by SEEBURGER (EDI) (⊡)
- SAP NetWeaver Adapter for Generic EDI by SEEBURGER(⊡)
- SAP NetWeaver Adapter for Cross Industry: Payment by SEEBURGER (EDI) (⊡)

GB / month	Price (USD)
Up to 2	22,500
3 to 10	112,500
11 to 100	187,500
101 to 500	262,500
501 to 1,500	337,500
1,501 to 3,000	412,500
Above 3,000	487,500

Category V: Application Backend Adapters (EP Edition)

- SAP NetWeaver Adapter for Peoplesoft by iWay (Portal Edition) (⊡)
- SAP NetWeaver Adapter for Siebel by iWay (Portal Edition) (⊡)

Price (USD) per unit	Metrics and price unit
45,000	Per installation and per connected system

Unless stated otherwise, adapters need to be licensed separately, even in the case where the use of SAP XI is included or mandatory for a solution delivered by SAP.

Adapters of category II need to be licensed only once as long as the condition 'per connected backend system and installation' is fulfilled, no matter whether the adapter is used together with an SAP solution requiring SAP XI or used in a custom developed scenario.

Adapters are licensed for a defined release of a backend system (category II) or protocol (category III, IV, SAP Business Packages). Maintenance for adapters covers the support of connectivity to a backend system or compliance to a protocol specification at that given release at the time of licensing. It is within SAP's sole discretion to extend the use rights of an adapter (either partly or fully) to a higher release of the respective backend system or protocol. This applies to change of version of protocols as well.

6.2.10. Reserved

6.2.11. IBM Content Manager/ Common Store (Multi-platform) (⊡)

IBM Content Manager/ Common Store (Multi-platform) (⊡)	450	Per user. Licensing of Industry Packages for Public is a pre-requisite

IBM Content Manager/ Common Store (Multi-platform) includes an application specific license for DB2. Pricing for IBM Content Manager/ Common Store (iSeries) is available upon request.

6.2.12.Interactive Forms based on Adobe (⊡)

Interactive Forms based on Adobe consists of the following components:

1. Starter Kit (creation and/or modification of up to 5 forms)

   The list price for “Interactive Forms based on Adobe – Starter Kit” is 67,500 USD.

2. Enable the Enterprise (development of up to 20 custom forms and modification of all SAP pre-delivered forms).

   The list price for “Interactive Forms based on Adobe – Enable the Enterprise” is 45 USD per SAP Named User.

3. Additional Forms Bundles (development of 20 additional custom forms)

   The list price for “Interactive Forms based on Adobe – Additional Forms Bundles” is 15 USD per SAP Named User. Prerequisite to license “Interactive Forms based on Adobe – Additional Forms Bundles” is a valid license of “Interactive Forms based on Adobe – Enable the Enterprise”

4. External Users and SAP NetWeaver Full Use.

   Pricing for External Users and for SAP NetWeaver Full Use is available upon request.

Note: All SAP named users have to be counted and only SAP named users are enabled to develop, customize and access custom or SAP pre-delivered forms according to the license scope mentioned above.

6.2.13. SAP Central Process Scheduling by Redwood (⊡)

	For n process server	Price per unit (USD)	Price formula (USD)
SAP Central Process Scheduling by Redwood (⊡)	Up to 4	90,000	n * 90,000
	5 to 9	81,000	405,000 + (n – 5) * 81,000
	10 to 24	76,500	765,000 + (n – 10) * 76,500
	25 to 49	75,600	1,890,000 + (n – 25) * 75,600
	50 to 99	72,900	3,645,000 + (n – 50) * 72,900
	Above 99	72,000	7,200,000 + (n – 100) * 72,000
Definition of metric(s) relevant for this item: A process server is every processing location with a unique identification on which processes are executed that needs to be monitored, managed and controlled by SAP Central Process Scheduling. Training and test systems are covered in this pricing model if at least one productive system is managed.			

6.2.14. SAP LoadRunner by HP (⊡)

A Virtual User is each user that is simulated in the software to test the load on the SAP system. Does not contribute to SAV. Look up table - do not cumulate.

Number of Virtual Users	Price (USD)	Additional Virtual User Price (USD)
250	532,500	1,350
1,000	862,500	630
2,500	1,548,000	480
5,000	2,325,000	420
10,000	3,181,500	300

6.2.15. SAP NetWeaver Conversion Agent by Informatica (⊡)

The list price for SAP NetWeaver Conversion Agent by Itemfield (⊡) is determined by the message volume (in MB) per month per installation as follows:

Message volume (MB) / month / installation	Price (USD)
Up to 250	52,500
251 to 1,000	142,500
1,001 to 2,000	225,000
Above 2,000	300,000

6.2.16. SAP Paybacks and Chargebacks by Vistex (⊡)

The list price for SAP Paybacks and Chargebacks by Vistex (⊡) is determined by customer revenue according to the following table ((look up table do not cumulate))

SAP Paybacks and Chargebacks by Vistex (⊡)	Customer Revenue (Million USD)	Price (USD)
	up to 100	96,000
	101 to 200	135,000
	201 to 500	210,000
	501 to 1,000	360,000
	1,001 to 4,000	607,500
	4,001 to 8,000	900,000
	8,000 + n * 1,000	900,000 + n * 150,000
Maximum List Price is 4,500,000 USD		

6.2.17. SAP Incentives Administration by Vistex (⊡)

The list price for SAP Incentives Administration by Vistex (⊡) is determined by customer revenue according to the following table (look up table do not cumulate).

SAP Incentives Administration by Vistex (⊡)	Customer Revenue (Million USD)	Price (USD)
	up to 100	96,000
	101 to 200	135,000
	201 to 500	210,000
	501 to 1,000	360,000
	1,001 to 4,000	607,500
	4,001 to 8,000	900,000
	8,000 + n * 1,000	900,000 + n * 150,000
Maximum List Price is 4,500,000 USD		

6.2.18. Reserved

6.2.19. SAP Quality Center by HP (⊡)

	For n units of testers	Price per unit (USD)	Price formula (USD)
SAP Quality Center by HP (⊡)	Up to 3	-	240,000
	4 – 9	88,500	441,750 + (n – 4) * 88,500
	10 – 24	79,500	798,000 + (n – 10) * 79,500
	25 – 49	75,000	1,866,750 + (n – 25) * 75,000
	50 – 99	73,500	3,705,000 + (n – 50) * 73,500
	Above 99	70,500	7,125,000 + (n – 100) * 70,500
This product is sold by the Consulting organization. Please contact your Consulting Engagement Manager for additional details for selling this product.			

6.2.20. Reserved

6.2.21. SAP Archiving by Open Text (⊡)

	For n SAP Professionals and Limited Professional Named Users	Price per unit (USD)	Price formula (USD)
SAP Archiving by Open Text (⊡)	N	525	525 * n
	For n SAP Employee and ESS Named Users	Price per unit (USD)	Price formula (USD)
	N	75	75 * n
Definition of metrics: Total number of all licensed SAP application Named Users of the categories Professional, Limited Professional, Employee, and Employee Self Service (ESS). SAP Document Access by Open Text includes the capabilities covered by SAP Archiving by Open Text.			

6.2.22. SAP Document Access by Open Text (⊡)

	For n SAP Professionals and Limited Professional Named Users	Price per unit (USD)	Price formula (USD)
SAP Document Access by Open Text (⊡)	N	712.50	712.50 * n
	For n SAP Employee and ESS Named	Price per unit (USD)	Price formula (USD)

	Users		
	N	75	75 * n
Definition of metrics: Total number of all licensed SAP application Named Users of the categories Professional, Limited Professional, Employee, and Employee Self Service (ESS). SAP Document Access by Open Text includes the capabilities covered by SAP Archiving by Open Text.			

6.2.23. SAP Acrobat Connect Professional Meeting by Adobe (⊡)

SAP Acrobat Connect Professional Meeting by Adobe (⊡)	For n SAP Professionals and Limited Professional Named Users	Price per unit (USD)	Price formula (USD)
	n	645	645 * n
	For n SAP Employee and ESS Named Users	Price per unit (USD)	Price formula (USD)
	n	420	420 * n
Definition of metrics relevant for this Package: Total number of all licensed SAP Application Named Users of the categories Professional, Limited Professional, Employee, and Employee Self Service (ESS).			

6.2.24. SAP Acrobat Connect Professional Learning by Adobe (⊡)

SAP Acrobat Connect Professional Learning by Adobe (⊡)	For n SAP Professionals and Limited Professional Named Users	Price per unit (USD)	Price formula (USD)
	n	645	645 * n
	For n SAP Employee and ESS Named Users	Price per unit (USD)	Price formula (USD)
	n	195	195 * n
Definition of metrics relevant for this Package: Total number of all licensed SAP Application Named Users of the categories Professional, Limited Professional, Employee, and Employee Self Service (ESS).			

6.2.25. SAP Business Designer by IDS Scheer (⊡)

(formerly ARIS for NetWeaver Business User)

	For n users	Price per user (USD)	Price formula (USD)
SAP Business Designer by IDS Scheer (⊡)	Up to 10	-	67,500 *Base Price*
	Above 10	6,750	67,500 + (n – 10) * 6,750
Prerequisite for licensing SAP Business Designer by IDS Scheer is a valid license of SAP Business Server and Publisher by IDS Scheer			

6.2.26. SAP Business Server and Publisher by IDS Scheer (⊡)

(formerly ARIS for NetWeaver Server and ARIS for NetWeaver Publisher)

	Units	Price per unit (USD)	Price formula (USD)
SAP Business Server and Publisher by IDS Scheer (⊡) (look up table – do not cumulate)	Up to 25 Server users and Up to 50 Publisher viewers	-	51,000
	26 – 50 Server users, and 51 – 100 Publisher viewers	-	66,150
	n additional Server user (above 50)	240	n * 240
	m additional Publisher viewer (above 100)	75	m * 75
Definition of metric(s): Server users are employees designing, modeling, optimizing or building content. Publisher viewers are employees exclusively viewing content. (look up table – do not cumulate)			

6.2.27. SAP Enterprise Modeling by IDS Scheer (⊡)

SAP Enterprise Modeling by IDS Scheer (⊡)	20,250	Per user. Requires licensing of SAP Business and Publisher by IDS Scheer.
Requires licensing of SAP Business Server and Publisher by IDS Scheer. Certain database restrictions apply – details are available upon request.		

6.2.28. SAP Business Process Optimization by IDS Scheer (⊡)

SAP Business Process Optimization by IDS Scheer (⊡)	33,000	Per user. Requires licensing of SAP Business and Publisher by IDS Scheer.
Requires licensing of SAP Business Server and Publisher by IDS Scheer. Certain database restructions apply – details are available upon request.		

6.2.29. SAP Process Performance Management by IDS Scheer (⊡)

	Metrics and Price Units	Price (USD)
SAP Process Performance Management by IDS Scheer (⊡)	Base price	30,000
	Per Process Scenario	112,500
	Per units of 10 user	27,000
At least one (1) Process Scenario needs to be licensed in addition to the base price. Certain database restrictions apply – details are available upon request. Base price includes licenses for 15 users		

6.2.30. Reserved

6.2.31. Reserved

6.2.32. Reserved

6.2.33. Reserved

6.2.34. Reserved

6.2.35. SAP User Experience Management by Knoa (⊡)

SAP User Experience Management by Knoa (⊡)	For n monitored users licensed as Professional or Limited Professsional named users	Price per unit (USD)	Price formula (USD)
	N	195	n * 195
	For n monitored users licensed as Employee or Employee Self-Service named users	Price per unit (USD)	Price formula (USD)
	N	60	n * 60
Minimum List Price license fee is 34,500 USD. Every employee being monitored needs to be licensed as SAP ESS named user at minimum. Employees using the reporting consol need to licensed as Professional named user. SAP User Experience Management by Knoa only run on MS SQL Server or Oracle Database. If customer has licensed MS SQL Server or Oracle Database from SAP as main database, then customer must license MS SQL Server or Oracle Database for use with SAP User Experience Management by Knoa also from SAP. In all other cases, e.g other main databases, customer must license the database directly from the respective vendor.			

7. Country Specific

7.1. Country Surcharges

A surcharge is levied for all prices, unless otherwise indicated herein, for the following countries. For Named Users the country from which a Named User accesses the software determines the amount of the surcharge; for Product Options, Industry Packages, Supplementary Products the installation location determines the amount of the surcharge.

Region	Uplift
Brazil	15%
China	50%
Arab Countries	50%
Venezuela	33.3%

7.2. Country Specific Functionality

In the event customers require country specific functionality, and SAP has such functionality available, customers may license such country specific functionality at the local list price for the Region. Please contact the Local Regional SAP contract manager for details on country specific functionality. This List of Prices and Conditions contains neither the terms and conditions nor the prices for country / language specific functionality referred to in this section.

IMPORTANT NOTE: Country/ language specific functionality for Israel must be licensed directly from the local distributor in that country. Please contact the respective local SAP distributor for details.

8. Database Pricing

Databases are licensed solely for use with SAP applications.

SAP Enterprise Support can be licensed for 3rd party products licensed by SAP but only if all included components are fully covered by SAP Enterprise Support. Please refer to I.B.1 SAP Enterprise Support.

Databases are priced based on the SAP Application Value. The SAP Application Value is defined as the sum of Named User, Product Option, Industry Package, applications for GRC and applications for Performance Management and Supplementary Product list prices excluding those items identified herein that do not contribute to the SAP Application Value.

Database prices do not contribute to the SAP Application Value.

Database	SAP MaxDB (1)	MS SQL Server (⊡) (2), DB2 for Linux, Unix and Windows (⊡) (3),	Oracle DB (⊡) (4), DB2 for z/OS (⊡) (5)
Database license fee	5% of SAP Appl. Value	8% of SAP Appl. Value	11% of SAP Appl. Value

(1) SAP MaxDB

(2) MS SQL Server Enterprise Edition

(3) DB2 Universal Database Enterprise Server Edition, including database partitioning.

(4) Enterprise Edition, Oracle Objects Option, Partitioning, Intermedia. The following packs are part of the license and delivery, but they are not actively supported by SAP: Standard Management Pack, DBA Management Pack, Diagnostic Pack, Tuning Pack, and Change Management Pack.

(5) DB2 for z/OS and S/390, IBM DB2 Operational Utilities for z/OS, IBM DB2 Diagnostic and Recovery Utilities for z/OS, IBM DB2 Connect Enterprise Edition. Upgrade options for customers having licensed DB2 for OS/390 before October 1, 2003 are available upon request.

8.1. Oracle Real Application Cluster (Oracle RAC) ⊡

3% of the SAP Application Value for use with Oracle DB licensed through SAP. The Oracle RAC option can only be consistently executed for all database instances.

B. SUPPORT OFFERINGS

SAP Enterprise Support	
22% of contract price	

1. SAP Enterprise Support

If the customer has implemented a Customer Competency Center as described in Sections II.B.1 and II.B.4, then SAP Enterprise Support is priced per business transaction as follows:

- (I) SAP Enterprise Support is currently charged at 22% of the contract price per year provided the customer has established and maintained an SAP-certified Customer Competence Center. If the customer does not establish and obtain certification for a CCC within the specified period or fails to comply with the re-certification process, the SAP Enterprise Support fee is charged on the basis of the total list price license fee.

- (II) An annual fee of USD 1,500 for up to three (3) designated SAP compliant remote connections is applicable.

In the event SAP Enterprise Support has commenced and additional Users and/or Software are subsequently licensed by the customer, the increased SAP Enterprise Support fees caused by such additional Users and/or Software shall be due and payable net thirty (30) days from the date of SAP's invoice.

SAP Enterprise Support fees are invoiced on an annual in advance basis effective January 1 of a calendar year. Any SAP Enterprise Support fees due prior to January 1 are invoiced on a pro-rata basis.

Fee for SAP Enterprise Support during the different maintenance phases (for a description of the maintenance phases refer to II.B.1.1.)

- During the mainstream maintenance phase, the fee as described above applies.
- During extended maintenance, the fee as described above plus an additional extended maintenance fee apply. Pricing for extended maintenance is available on request.
- During customer-specific maintenance, the fee as described above applies.

SAP Enterprise Support can only be offered if all licensed SAP applications are covered by SAP Enterprise Support. The following exceptions apply: All 3rd party software licensed from SAP (see section A.6.2.) and "Packages from Business Objects and SAP" (see Appendix GRC_PM_BO), 3rd party databases (see section A.8) are available on SAP Enterprise Support irrespectively of the support model for the remaining applications. Named Users that access any of the above applications cannot be covered by an SAP Enterprise Support contract. SAP Enterprise Support can be offered for packages only if all software components of that package are fully covered by SAP Enterprise Support including identical components that have been licensed otherwise.(e.g. from 3rd Party).

2. SAP Standard Support

Starting July 5, 2008, SAP will **provide SAP Enterprise Support as the only support offering**, priced at 22% of the maintenance base, for all new SAP software purchases (including additional licenses) and migrations. Also, starting July 5, SAP will provide SAP Enterprise Support services in a "staged" approach (i.e., increasing scope of delivery of SAP Enterprise Support consistently across all customers) for all previously purchased SAP software *at no additional cost for the remainder of 2008*, reaching the full SAP Enterprise Support delivery scope January 1, 2009.

Please contract SAP Pricing or Contracts for additional details.

3. SAP Safeguarding

SAP Safeguarding is designed to help customers mitigate technical risks by delivering technical and operational quality checks. These checks support the customer during technical integration testing, mission-critical operations, or upgrade. Core business processes, SAP components, interfaces, and key modifications are verified in order to improve the performance, data consistency, and availability of the customer's solution.

The minimum fee for SAP Safeguarding is USD 150,000 per project. Details on pricing for this customized offering are available on request.

SAP Safeguarding fees are invoiced in advance and shall be payable net thirty (30) days from the date of SAP's invoice.

4. SAP MaxAttention™

SAP MaxAttention is SAP's top-of-the-range offering whereby SAP takes an active role and will be a responsible partner for maximizing the benefits of the customer's SAP solution, helping to mitigate the technical risk of implementation, upgrades and operations and reducing the TCO consistently.

SAP MaxAttention is the highest level of commitment to SAP customers. With MaxAttention SAP extends its role from being a solution provider to becoming a trusted partner in a collaboration engagement between customers and SAP.

The minimum annual fee for SAP MaxAttention is USD 675,000 per year. The recommended minimum contract duration is twenty-four (24) months. Details on pricing for this customized offering are available on request.

SAP MaxAttention fees are invoiced on an annual in advance basis effective January 1 of a calendar year and shall be payable by the customer net thirty (30) days from the date of SAP's invoice. Any SAP MaxAttention fees due prior to January 1 are invoiced on a pro-rata basis.

5. SAP Premium Support

Pricing is available upon request for existing Premium Support Customers.

6. SAP Solution Manager

Please refer to II.B.5. "Usage of SAP Solution Manager by Customers of SAP" for general terms applying.

6.1. SAP Solution Manager Extended Service Desk

	For n units of 1,000 service requests per year	Price per unit (USD)	Price formula (USD)
SAP Solution Manager Extended Service Desk	Up to 50	-	*Base price* 37,500
	51 to 1,000	150	37,500 + (n - 50) * 150
	Above 1,000	37.50	180,000 +(n-1,000) * 37.5
Definition of metric relevant for this Package: Annual number of service related inquiries, including service process types: cases, complaints, warranty claims and service orders			

6.2 SAP Solution Manager – Adapter for SAP Quality Center by HP

SAP Solution Manager adapter for SAP Quality Center by HP	For n connected systems	Price per unit (USD)	Price formula (USD)
	N	75,000	n * 75,000
Price table needs to be used for each productive instance and the individual prices need to be summed up to get the list price. "n" is the number of productive SAP Solution Manager systems connected to the productive systems of SAP Quality Center by HP.			

6.3 Process Scheduling adapter for SAP Solution Manager

Process Scheduling adapter for SAP Solution Manager	For n connected productive CPS (Central Process Scheduler) systems	Price per unit (USD)	Price formula (USD)
	N	75,000	n * 75,000
Price table needs to be used for each productive instance and the individual prices need to be summed up to get the list price. "n" is the number of productive SAP Solution Manager systems connected to the productive systems of Central Process Scheduling by Redwood.			

6.4 SAP Test Acceleration and Optimization (TAO)

SAP Test Acceleration and Optimization	For n testers	Price per tester (USD)	Price formula (USD)
	Up to 5	-	129,375 *Base price*
	6 – 9	25,875	129,375 + (n – 5) * 25,875
	10 – 24	23,625	247,500 + (n – 10) * 23,625
	25 – 49	21,375	562,500 + (n – 25) * 21,375
	50 – 99	18,000	1,012,500 + (n – 50) * 18,000
	Above 99	15,750	1,687,500 + (n – 100) * 15,750

C. SAP FINANCING

SAP Financing, a service offering in cooperation with financing partners, provides comprehensive and affordable financing solutions to SAP Customers of all sizes. It was developed to provide customers with additional alternatives for funding of SAP solutions and to help decrease acquisition and ownership costs. SAP solutions may be financed according to a "Total Cost of Ownership" (TCO) model, in whole, or in part (customer may select specific project cost elements to include in financing). SAP Financing may improve a customer's cash flow and enhance their return on investment.

Financing under the TCO model may include the costs and fees for:

- SAP Software according to SAP Price List (certain third party software may be excluded from the offering)
- External Services (Implementation, Education, etc.)
- Internal Services (project related costs associated with customer's internal activities, such as training, supplemental staffing, etc.)
- Hardware
- Maintenance payments for up to one year

TCO components must be related to a SAP project. Customers of all sizes and industries can benefit from this service for SAP applications, packages, and services.

Financing might also allow the leveraging of future IT budgets, enabling the customer to do more, and earlier, than would otherwise be possible under their normal investment plans. The improved flexibility that the customer can have with their financial resources allows them to be able to choose to invest in both SAP solutions and, at the same time make investments in other operational capabilities to support their desired business growth.

In summary, SAP Financing is ideally suited for the following situations:

- Customer has a budget conflict over strategic operational assets vs. information technology infrastructure
- Customer rejects the project due to large up-front cash requirement
- Customer prefers to begin payment when solution benefits are tangible
- Customer seeks optimization of working capital
- Customer has investment plans/schedules out of alignment with urgent IT requirements

Pricing is contingent upon local variables, such as, customer's credit rating, regulatory and legal conditions, and prevailing interest rates.

Countries of availability:

Argentina
Brazil
Canada
Chile
Columbia
Mexico
United States

Additional countries may be added to the program in future.

For further information about the program please refer to the following.

- www.sap.com/financing
- Quicklink /sapfinancing
- sapfinancing@sap.com

For assistance in SAP North America, please contact:
Patrick Krause
Director, SAP Financing
650-461-1919 office
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II. TERMS AND CONDITIONS

A. FUNDAMENTALS

1. Introductory Notes

Information about current country availability, supported languages, supported operating systems, databases as applicable to SAP software and third party software available through SAP shall be provided to customers on request.

2. Basic Principles of Software Licensing

SAP software pricing is mainly based on Named User fees, fees for Product Options, Industry Packages and Supplementary Product fees. Pricing is based on the utilization of the software independent of the technical interface chosen to access functions and data.

2.1. Named Users

A Named User is an employee of customer, its affiliates or an employee of business third parties authorized to access, directly or indirectly, the licensed software.

For pricing and licensing purposes Named Users are categorized into the following user types:

2.1.1. SAP Application User Categories

SAP Application Developer User is a Named User authorized to use the development tools provided with SAP NetWeaver for the purpose of modifying the licensed SAP Applications. The SAP Application Developer User does include the rights granted under the SAP NetWeaver Developer User. The SAP Application Developer User does not include the rights granted under a SAP Application Professional User license or SAP Application Limited Professional User license. The SAP Application Developer User does include the rights granted under an SAP Application Employee User license.

SAP Application Professional User is a Named User authorized to access SAP Applications who performs operational related roles supported by the licensed software. The SAP Application Professional User license includes the rights granted under a SAP Application Limited Professional User license.

SAP Application Limited Professional User is a Named User authorized to access SAP Applications who performs limited operational related roles supported by the licensed software. Users accessing the software solely through handheld device scenarios may be licensed as SAP Application Limited Professionals. The agreement must define in detail the limited use rights being performed by such SAP Application Limited Professional Users. In particular employees of business third parties may be licensed as SAP Application Limited Professional Users. Those employees of business third parties that are performing functions or roles normally performed by the customer's employees, for example independent contractors, consultants or temporary employees need to be licensed as SAP Application Professional Users. The SAP Application Limited Professional User license includes the rights granted under an SAP Application Employee User license. The number of SAP Application Limited Professional Users shall not exceed fifteen percent (15%) of the total number of SAP Application Professional Users licensed.

SAP Application Employee User is a Named User authorized to access SAP Applications solely for the purpose of executing the following transactions **provided the ERP Package is licensed**: (1) desktop procurement self-services, (2) travel planning and expense reporting, (3) talent management self-services including employee appraisals, employee development plans, employee training registration, employee opportunity inquiry and response, (4) read-only analytics. Each SAP Application Employee User shall access the software solely for such individual's own purposes and not for or

on behalf of other individuals. The SAP Application Employee User license includes the rights granted under an SAP Application Employee Self Service license.

SAP Application Employee Self Service (ESS) User is a Named User authorized to access SAP Applications solely for the purpose of executing the following HR self-services transactions **provided the ERP Package is licensed**: (1) employee records maintenance, (2) employee time and attendance entry, (3) employee directory, (4) benefits enrollment. Each SAP Application Employee Self Service User shall access the software solely for such individual's own purposes and not for or on behalf of other individuals.

Licensed SAP Application users may access the software via handheld device scenarios according to their license grant.

2.1.2. SAP Business Suite / SAP solution User Categories[5]

SAP Developer User is a Named User authorized to use the development tools provided with SAP NetWeaver for the purpose of modifying SAP solutions. The SAP Developer User does include the rights granted under the SAP NetWeaver Developer User. The SAP Developer User does not include the rights granted under a SAP Professional User license or SAP Limited Professional User license. The SAP Developer User does include the rights granted under a SAP Employee User license.

SAP Professional User is a Named User authorized to perform operational related roles supported by the software. The SAP Professional User license includes the rights granted under a SAP Limited Professional User license.

SAP Limited Professional User is a Named User authorized to perform limited operational related roles supported by the software. Users accessing the software solely through handheld device scenarios may be licensed as SAP Limited Professional Users. The agreement must define in detail the limited use rights being performed by such SAP Limited Professional Users In particular employees of business third parties may be licensed as SAP Limited Professional Users. Those employees of business third parties that are performing functions or roles normally performed by the customer's employees, for example independent contractors, consultants or temporary employees need to be licensed as SAP Professional Users. The SAP Limited Professional User license includes the rights granted under a SAP Employee User license. The number of SAP Limited Professional Users shall not exceed fifteen percent (15%) of the total number of SAP Professional Users licensed.

SAP Employee User is a Named User authorized to access the licensed software solely for the purpose of executing the following transactions: (1) desktop procurement self-services, (2) travel planning and expense reporting, (3) talent management self-services including employee appraisals, employee development plans, employee training registration, employee opportunity inquiry and response, (4) read-only analytics.. Each SAP Employee User shall access the software solely for such individual's own purposes and not for or on behalf of other individuals. The SAP Employee User license includes the rights granted under a SAP Employee Self Service User license.

SAP Employee Self Service User (ESS) is a Named User authorized to access the licensed software solely for the purpose of executing the following HR self-services transactions: (1) employee records maintenance, (2) employee time and attendance entry, (3) employee directory, (4) benefits enrollment. Each SAP Employee Self Service User shall access the software solely for such individual's own purposes and not for or on behalf of other individuals

Licensed SAP users may access the software via handheld device scenarios according to their license grant. Users accessing the software solely through supported handheld device scenarios should be licensed as Limited Professional Users.

[5] For the purpose of this section 2.1.2 SAP means SAP solution and SAP Business Suite

2.1.3. SAP NetWeaver User Categories

SAP NetWeaver Developer User is a Named User who uses the development tools provided with SAP NetWeaver for the purpose of modifying third party applications or for the purpose of creating and modifying custom developed applications.

SAP NetWeaver Administration User is a Named User who uses the administration tools provided with SAP NetWeaver for the purpose of administering and managing all SAP NetWeaver capabilities, third party or custom developed applications.

Developers and administrators using SAP Connectors, including but not limited to SAP Business Connector, SAP JAVA Connector, SAP .Net Connector, must be licensed as SAP NetWeaver Developer User.

2.1.4. SAP Platform User Categories

SAP Platform Professional User is a Named User who (i) accesses the licensed SAP software only through a 3rd party application that either is a Platform User License Compliant Solution or that interface through enterprise services as defined in the Enterprise Service Repository provided by SAP or through BAPIs provided by SAP and (ii) performs operational related roles supported by the software.

The SAP Platform Professional User license includes the rights granted under a SAP Platform Limited Professional User license. It also includes the rights granted under a user-based SAP NetWeaver Full Use license.

SAP Platform Limited Professional User is a Named User who (i) accesses the licensed SAP software only through a 3rd party application that has been classified as a Platform User License Compliant Solution after an integration certification test by the SAP Integration and Certification Center and (ii) performs limited operational related roles supported by the software. In particular employees of business third parties are to be licensed as Limited Professional Users. Those employees of business third parties that are performing functions or roles normally performed by the customer's employees, for example independent contractors, consultants or temporary employees need to be licensed as Professional Users. The number of Limited Professional Users shall not exceed fifteen percent (15%) of the total number of Professional Users licensed.

The SAP Platform Limited Professional User license includes the rights granted under an SAP Platform Employee User license. It also includes the rights granted under a user-based SAP NetWeaver Full Use license.

SAP Platform Employee User is a Named User who (i) accesses the licensed SAP software only through a 3rd party application that has been classified as a Platform User License Compliant Solution after *an* integration certification test by the SAP Integration and Certification Center and (ii) accesses the licensed software for the purpose of executing the following transactions **provided the ERP Package is licensed**: (1) desktop procurement self-services, (2) Travel planning and expense reporting, (3) talent management self-services including employee appraisals, employee development plans, employee training registration, employee opportunity inquiry and response, (4) read-only analytics. Each Employee User shall access the software solely for such individual's own purposes and not for or on behalf of other individuals.

The SAP Platform Employee User license includes the rights granted under an SAP Platform ESS User license. The SAP Platform Employee User license also includes an application-specific run-time license of SAP NetWeaver for the licensed SAP Applications as well as for the 3rd party application as long as use of this application remains limited to the transactions permitted by this user license.

SAP Platform Employee Self Service (ESS) User is a Named User who (i) accesses the licensed SAP software only through a 3rd party application that has been classified as a Platform User License Compliant Solution after an integration certification test by the SAP Integration and Certification Center and (ii) accesses the licensed software solely for the purpose of executing the following HR self-services transactions **provided the ERP Package is licensed**: (1) employee records maintenance, (2) employee time and attendance entry, (3) employee directory, (4) benefits enrollment. Each

Employee Self Service (ESS) User shall access the software solely for such individual's own purposes and not for or on behalf of other individuals.

The SAP Platform Employee Self Service (ESS) User license includes an application-specific run-time license of SAP NetWeaver for the licensed SAP Applications as well as for the 3rd party application as long as use of this application remains limited to the transactions permitted by this user license.

Please note:

- Platform User License Compliant Solution shall mean a 3rd party application which successfully passed the certification test and recieved a certificate under the terms and conditions of the SAP Integration and Certification Center (ICC) and has been classified "platform User Licesning Compliant" by the SAP ICC. A Platform User License Compliant Solution can interface with licensed SAP software either through enterprise services as defined in the Enterprise Service Repository or through BAPIs provided by SAP.
- Please refer to information provided by the SAP Integration Certification Center for list of all Platform User License Compliant Solutions. Search for software category "Platform User Licensing Compliant" http://www.sap.com/ecosystem/customers/directories/SearchSolution.epx
- As an exception, Duet is treated as a SAP Certified Integration for the purposes of the definitions of this section. The proper SAP Platform user license is therefore sufficient to fulfill the general user license requirement of Duet. However, it does not include the Duet package license itself.
- Any change of or addition to the Enterprise Service Repository provided by SAP is only allowed subject to prior written approval by SAP and is not covered by the user types as described under this section.

2.2. Product Options, Industry Packages and Supplementary Products

Product Options, and Industry Packages are priced based on key business metrics such as orders, contracts, gross written premium, patients treated, etc. All Product Options, Industry Packages and Supplementary Products are recommended packages for the relevant industry only. Licensing of certain packages for another industry might be applicable and is possible.

Third party products supplementing SAP software and which are available from SAP are grouped under 3rd party products in chapter II.A.7."Supplementary Products".

Product Options, applications for Governance, Risk and Compliance (GRC) and applications for Performance Management Industry Packages and Supplementary Products are to be licensed in addition to Named Users. That is, unless otherwise stated herein, an individual user accessing Product Options, Industry Package or Supplementary Products must be licensed as Named User, too. Such Named Users may access Product Options, Industry Package or Supplementary Products to the extent of their licensed user category.

As part of SAP Supply Chain Management SAP delivers certain geographical data. Usage of this data in public marketplaces or exchanges or outside of the geocoder is prohibited. There is no guarantee that all cities and zip codes/ postal codes worldwide can be found. Company specific zip codes/ postal codes are not included.

Further additions to SAP Business Suite, individual SAP solutions, and SAP Applications may be listed in a separate appendix to this price list.

2.3. Use

There is no option for returning or exchanging user authorizations if actual use is less than anticipated or changed. Access to and use of any software delivered is only permitted to the extent, which is necessary for the use of the purchased or licensed Software.

If the customer extends its use of the software beyond the total capacity allowed by the orders it has placed so far (e.g. if it creates additional Named Users or accesses Product Options or Industry Packages or Supplementary Products beyond the contractually agreed limit), the appropriate additional charge will be invoiced in accordance with the then current list of prices and conditions. The customer is obliged to inform SAP without delay of any transaction, which might alter the remuneration amount.

2.4. SAP Applications

SAP Applications comprise ERP Package, SAP ERP options, Industry Packages applications for Governance, Risk and Compliance (GRC) and applications for Performance Management and Supplementary Products. SAP Applications and the respective user categories are only available to customers without a valid SAP Business Suite or individual SAP solution contract or license. However, customers with a valid SAP Business Suite or individual SAP solution contract may license individual components such as Industry Packages

SAP Applications are purchased or licensed per package or option and for a pre-defined number of Named Users per user category. Access to and use of Product Options, applications for Governance, Risk and Compliance (GRC) and applications for Performance Management Industry Packages and Supplementary Products is subject to additional charges.

2.5. Individual SAP solutions and SAP Business Suite

SAP solutions are either available as individual solutions (i.e. SAP ERP, SAP Customer Relationship Management, SAP Supply Chain Management, SAP Supplier relationship Management, SAP Product Lifecycle Management) or as solution suite (SAP Business Suite). Individual SAP solution or SAP Business Suite and the respective user categories are only available to customers with a valid individual SAP solution or SAP Business Suite contract and/or license.

Individual SAP solution and SAP Business Suite are purchased or licensed for a pre-defined number of Named Users per user category and solution. Access to and use of Product Options, Industry Packages, applications for Governance, Risk and Compliance (GRC) and applications for Performance Management and Supplementary Products is subject to additional charges.

For SAP Business Suite at least 25% of all customer employees must be licensed as Named Users. The customer purchases SAP Business Suite for a pre-defined number of Named Users per user category. The SAP Business Suite license allows customers to access the individual SAP solutions listed above and to issue the desired number of user authorizations to Named Users for these solutions. However, it is not allowed to exchange the user categories.

2.6. SAP NetWeaver

An application specific runtime license of SAP NetWeaver is included with SAP Application or SAP Business Suite or individual SAP solutions licenses if SAP NetWeaver is delivered with the software or unless otherwise identified herein.

If a customer wants to use SAP NetWeaver technology outside of the scope of the application specific runtime license additional licensing is required by way of a SAP NetWeaver Full Use license. Such SAP NetWeaver Full Use license is independent of an application and complementary to an application specific runtime license. A full use license entitles to operate any type of custom-developed or third party application.

Any type of custom developed software or third party application developed with and/or deployed on the SAP NetWeaver may utilize MaxDB delivered as part of SAP NetWeaver Full Use license. Any other usage of MaxDB with SAP application components or SAP solution components requires an application specific database license according to

section I.B.9. For all databases other than MaxDB, the customer has to acquire the database license for use with the SAP NetWeaver Full Use license directly from the respective database vendor.

In case SAP NetWeaver Full Use is used to build and operate a custom developed application and/or a 3rd party application, that interfaces and accesses SAP application components or solution components, all users accessing SAP application components or solution components through such custom developed application and/or 3rd party application need to be licensed as Named Users of the respective SAP Application or SAP Business Suite or individual SAP solution license according to II.A.2. as well.

2.7. Country Surcharges

All prices, unless otherwise indicated herein, are subject to country surcharges as described in chapter I.A.7 of the software price section.

3. Reserved

4. Contract Price

The contract price is defined as the total list price license fee less standard volume discounts (chapter II.A.3.). It is calculated as follows:

a. Determine the SAP Application Value (SAV)

(Exclude all price list items that do not contribute to the SAP Application Value (non-SAV items) from this calculation.)

The SAP Application Value is determined separately for discountable and non-discountable price list items (include any applicable country surcharges for such calculation).

- Summing up Named User, discountable Product Option, discountable Industry Package, discountable applications for Governance, Risk and Compliance (GRC) and applications for Performance Management as well as discountable Supplementary Product list prices (except the above mentioned non-SAV items) yields the discountable portion of the SAP Application Value.

- Summing up list prices of (local) non-discountable items (except the above mentioned non-SAV items) yields the non-discountable portion of the SAP Application Value.

b. Calculate the database price by applying the appropriate percentage to the SAP Application Value

The database price is determined separately for discountable and non-discountable price list items.

- Multiplying the discountable portion of the SAP Application Value by appropriate percentage yields the discountable portion of the database price.

- Multiplying the non-discountable portion of the SAP Application Value by appropriate percentage yields the non-discountable portion of the database price.

c. Determine list price subtotal for items that do not contribute to the SAP Application Value (sub-total non-SAV items)

(Include only price list items that do not contribute to the SAP Application Value for this calculation.)

The list price subtotal for items that do not contribute to the SAP Application Value is determined separately for discountable and non-discountable price list items (include any applicable country surcharges for such calculation).

- Summing up list prices of discountable price list items that do not contribute to the SAP Application Value yields the discountable portion of the subtotal of non-SAV items.

- Summing up list prices of non-discountable price list items that do not contribute to the SAP Application Value yields the non-discountable portion of the subtotal of non-SAV items.

d. Add discountable and non-discountable portion of the SAP Application Value, discountable and non-discountable portion of the database price and discountable and non-discountable subtotal of price list items that do not contribute to the SAP Application Value to arrive at the total list price.

e. Determine standard volume discount percentage according to total list price from volume schedule in II.A.3.

f. Applying standard volume discount to discountable portion of total list price (= discountable portion of SAP Application Value plus discountable portion of database price plus discountable portion of subtotal of non-SAV items) and adding the non-discountable portion of total list price (= non-discountable portion of SAP Application Value plus non-discountable portion of database price plus non-discountable portion of subtotal of non-SAV items) yields the contract price.

5. Contract Types

5.1. Purchase Contracts and Perpetual License

The customer receives one or more copies of the software in return for a one-time payment.

The customer may receive a volume discount (II.A.3) based on the size of the total list price license. Since subsequent licenses are treated as separate business transactions discounts are calculated based on the size of such business transactions only.

6. Currency and Taxes

All price data contained in this price list is USD. The fees or charges set forth herein do not include sales tax/VAT or other applicable taxes.

B. MAINTENANCE AND SUPPORT

1. Maintenance Phases and Support Offerings / SAP Standard Support and SAP Enterprise Support

In order to receive support the customer is required to establish a Customer Competency Center (as described in Sections II.B.1 and II.B.4) as a central point of contact for contract processing with SAP, including license audit, billing, order processing, user master and installation data management.

The scope of services of SAP Enterprise Support and SAP Standard Support for a specific software release depends on the maintenance phase this release is in. The currently valid and offered maintenance durations and phases for individual releases are published at http://service.sap.com/pam.

1.1. Maintenance Phases

1.1.1. MAINSTREAM MAINTENANCE

Mainstream maintenance is the first maintenance phase for a release, starting with the release to customer date. During mainstream maintenance, the customer receives the full scope of SAP Enterprise Support or the full scope of SAP Standard Support's features as defined in section II.B.1.2 and II.B.1.3 respectively.

Mainstream maintenance is covered by the SAP Enterprise Support contract.

1.1.2. EXTENDED MAINTENANCE

After the end of the mainstream maintenance period, SAP offers extended maintenance for selected releases of SAP software.

During the extended maintenance phase, the customer receives a similar scope of support services as in the mainstream maintenance phase. For some releases some restrictions may apply, that is, the scope of SAP Enterprise Support and/or SAP Standard Support may be reduced.

The duration and the scope of extended maintenance are specified individually for each release. For detailed information on the availability, scope and restrictions of extended maintenance please check http://service.sap.com/maintenance.

Extended maintenance is an optional offering and requires a separate, additional contract on top of the SAP Enterprise Support or the SAP Standard Support contract.

1.1.3. CUSTOMER-SPECIFIC MAINTENANCE

When the mainstream maintenance period ends and no extended maintenance is offered, or when the mainstream maintenance period ends and the customer does not take advantage of an existing extended maintenance offering, or when the extended maintenance period ends, or when the customer's extended maintenance contract expires, a release enters into customer-specific maintenance.

During this phase, the customer receives similar support services as in the mainstream maintenance phase, with some restrictions, that is, the scope of SAP Enterprise Support and SAP Standard Support is reduced. For detailed information please refer to http://service.sap.com/maintenance.

Customer-specific maintenance is covered by the SAP Enterprise Support or SAP Standard Support or contract.

1.2. SAP Enterprise Support

1.2.1 Definitions

The following definitions only apply to the Section II.B.1.2.

"**Enterprise Support Solution**" shall mean all software licensed from SAP.

"Production System" shall mean a live SAP system used for normal business operations and where customer's data is recorded.

"SAP Software Solution(s)" shall mean a group of one or multiple Production Systems running Enterprise Support Solutions and focusing on a specific functional aspect of the customer's business.

"Customer Solution" shall mean Enterprise Support Solutions and any other software licensed by customer from third parties provided such third party software is operated in conjunction with Enterprise Support Solutions.

"**Go-Live**" marks the point in time from when, after implementation of an Enterprise Support Solution or an upgrade of the Enterprise Support Solution, the Enterprise Support Solution is used by customer for the processing of real data in live operation mode and for running customer's business.

"**Top-Issue**" shall mean issues and/or failures identified and prioritized jointly by SAP and customer in accordance with the SAP standards which (i) may endanger Go Live of a pre-production system or (ii) have a significant business impact on a customer's core Production System.

1.2.2 Scope of SAP Enterprise Support

During the mainstream maintenance phase, the customer receives the full scope of SAP Enterprise Support. During extended maintenance, the scope is usually similar to the scope during mainstream maintenance, but it may be reduced, depending on the individual release for which extended maintenance is offered. During customer-specific maintenance, the scope is reduced (see section II.B.1.1. for a description of the maintenance phases). The full scope of SAP Enterprise Support currently includes:

Continuous Improvement of the SAP Software

- New software releases of the licensed Enterprise Support Solution, as well as tools and procedures for upgrades.
- Support Packages - correction packages to reduce the effort of implementing single corrections. Support Packages may also contain corrections to adapt existing functionality to changed legal and regulatory requirements, for example in the area of human resources.
- Technology updates to support third-party operating systems and databases.
- Available ABAP source code for SAP software applications and additionally released and supported function modules.

- Software change management, such as changed configuration settings or Enterprise Support Solution upgrades, is extensively supported for example through content and information material, tools for client copy and entity copy, and tools for comparing of customizing.

Problem Resolution

- SAP Notes - SAP's knowledge database documenting software errors and contain information on how to remedy, avoid and bypass these errors. SAP Notes may contain coding corrections that customers can implement into their SAP system. SAP Notes also document other problems or customer questions and recommended solutions (e.g. customizing settings).
- SAP Note Assistant - a tool to install specific corrections and improvements to SAP components.
- Global message handling by SAP for problems related to Enterprise Support Solutions, including Service Level Agreements for Initial Reaction Time and Corrective Action (for more information refer to Section II.B.1.2.3.).
- Global 24x7 escalation procedures

SAP Support Advisory Center

- For more information refer to Section II.B.1.2.4.

Continuous Quality Checks

- For more information refer to Section II.B.1.2.5.

SAP Solution Manager Enterprise Edition

- For more information refer to Section II.B.5 and II.B.5.1.

Other Components, Methodologies and Content

- Monitoring components and agents for systems to help optimize available resources with SAP EarlyWatch Alert.
- Content and supplementary components designed to help increase efficiency, such as: Implementation methodologies and standard procedure – for example Best Practices, Implementation Guide (IMG), Business Configuration (BC) Sets and Customizing Monitoring.
- Access to ”Best Practices” via SAP Service Marketplace, which may include: implementation and operations processes and content to reduce costs and risks with the help of standard processes.
- Participation in SAP's Community via SAP Service Marketplace to learn about Best Business Practices, service offerings, etc.

1.2.3 Global Message Handling and Service Level Agreements (SLA)

When malfunctions are reported, SAP supports customers by providing information on how to remedy, avoid and bypass errors. The main channel for support will be the support infrastructure provided by SAP. End-users can send an error message at any time of day or night, every day of the week. When the end-user creates a message, the system automatically collects the most important system data (transaction code, program ID, Support Package level, message number, etc). All persons involved in the message solving process can access the status of the message at any time.

In exceptional cases, customers can also contact SAP by telephone. SAP requires that customers provide remote access as specified in Section II.B.1.2.7. SAP Enterprise Support is provided exclusively to the appropriate Customer Competence Center.

a) Service Levels Agreements

SAP offers exclusively a service level agreement for Initial Reaction Time and a service level agreement for Corrective Action as defined below (both referred to as "SLA" or "SLAs"). The SLAs apply for all messages that SAP accepts as being Priority 1 or 2 and which fulfill the prerequisites described below. Customer understands and agrees that to the extent the Enterprise Support Solution contains products and/or software components licensed or resold by SAP from a third party, SAP requires the support of such third party to meet the SLAs. The time frames as specified in the table below shall commence upon SAP's receipt of the message.

Priority of Customer message	Description (for details see SAP note no. 67739)	SLA for Initial Reaction Time	SLA for Corrective Action
1 Very high	A message is properly assigned Priority 1 if the problem has very serious consequences for normal business transactions and urgent, business critical work cannot be performed. This is generally caused by the following circumstances: ▪ Complete system outage ▪ Malfunctions of central SAP system functions in the production system ▪ Top-Issues	1 hour (24h*7d)	4 hours (24h*7d)
2 High	A message is properly assigned Priority 2 if normal business transactions are seriously affected and necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP systems that are required to perform such transactions and/or tasks.	4 hours (local office time)	NO

b) Initial Reaction Time

"SLA for Initial Reaction Time" means:

- SAP will give a qualified response within the defined time;
- At Priority 1 messages the time is measured as real time, meaning 24 hours a day, 7 days a week;
- At Priority 2 messages the time is measured as SAP's normal business hours in the region customer is located.

c) Corrective Action

"SLA for Corrective Action" means:

- SAP will provide a solution, a workaround or an action plan for the issue within the specified time frame.
- The SLA for Corrective Action only refers to that part of the processing time, when the message is being processed at SAP ("**Processing Time**"). The Processing Time does not include the time, when the message is on status "Partner Action", "Customer Action" or "SAP Proposed Solution", whereas
  - The status "Partner Action" means the message was handed over to a technology or software partner of SAP or a third party vendor of SAP outside the SAP organization for further processing;
  - The status "Customer Action" means the message was handed over to customer;
  - The status "SAP Proposed Solution" means SAP has provided "Corrective Action" as outlined in this subsection c).
- If SAP provides an action plan to customer, such action plan will include descriptions of:
  - the status of the resolution process;

- the next steps planned by SAP and the responsible persons allocated by SAP;
- required cooperation by customer;
- date and time for the next status update from SAP;
- due dates for actions taken by SAP, to the extent possible.

- SAP will provide regular status updates on the processing of customer Priority 1 messages, which include:
  - results of actions undertaken so far;
  - next steps planned;
  - date and time for next status update.

The SLA for Corrective Action shall be deemed to be met if, within 4 hours of Processing Time, SAP proposes a solution (status "SAP proposed solution"), a workaround or an action plan, or customer agrees to reduce the priority of the message.

d) Prerequisites and Exclusions

Prerequisites

The SLA for Initial Reaction Time and the SLA for Corrective Action shall only apply in case:

- Messages are related to releases of Enterprise Support Solutions which are classified by SAP with shipment status "unrestricted shipment";
- Messages are generated by customer in English;
- Messages are related to an SAP product release of Enterprise Support Solutions which falls into Mainstream Maintenance or Extended Maintenance as defined in http://service.sap.com/releasestrategy.

For Priority 1 messages, the following prerequisites have to be fulfilled by customer:

- The issue and its business impact have to be described in detail;
- An English-speaking counterpart is provided by customer 24 hours a day, 7 days a week;
- A contact person must be provided for opening the remote connection to the system and to provide the necessary log-on data.

Exclusions

The following types of Priority 1 messages are excluded from the SLA for Initial Reaction Time and the SLA for Corrective Action:

- Message regards a release, version and/or functionalities of Enterprise Support Solutions developed specifically for customer e.g. by SAP Custom Development and/or by SAP subsidiaries.
- Messages regarding country versions that are not part of the Enterprise Support Solution and instead are realized as partner add-ons, enhancements, or modifications is expressly excluded even if these country versions were created by SAP or an associated organization.
- The root-cause behind the message is not a malfunction, but a missing functionality ("**development request**") or the message is assigned to a consulting request.

e) Service Level Non-Performance, Penalties and Remedies

(1) The time frames for the SLA for Initial Reaction Time and/or the SLA for Corrective Action as defined in the table of Section II.B.1.2.3.a) shall be deemed to be met if SAP reacts in at least 95% of all cases in a calendar quarter - starting with the first full calendar quarter after the Effective Date of the SAP Enterprise Support agreement – (the "**Measured Period**") within the agreed time frame and in accordance with the respective SLA. If

there are less than 20 messages during the Measured Period, SAP is allowed to fail to meet the applicable time frames once.

(2) Subject to Section II.B.1.2.3.e)(1) above, in the event that the time frames for the SLA for Initial Reaction Time and/or the SLA for Corrective Action are not met (each a "**Failure**"), the following rules and procedures shall apply:

- Customer shall inform SAP of any alleged Failure in writing.
- SAP will provide customer with a reporting to prove or disprove the accuracy of customer's claim.
- Customer will provide reasonable assistance to SAP in its efforts to correct any problems or processes inhibiting SAP's ability to reach the SLA's.
- Subject to this Section II.B.1.2 in particular Sections II.B.1.2.3.a) and II.B.1.2.3.d) above, if, based on such reporting SAP's Failure is proved, customer shall be entitled to claim a penalty payment of **0.25%** of the remuneration as specified in the SAP Enterprise Support agreement applicable to the calendar quarter in which such Failure occurred.
- Any such penalties shall be credited against any claims for damages (including but not limited to claims for non-performance) of customer arising out of SAP's Failure to meet the respective SLA.
- Per calendar quarter, penalty payments shall in no event exceed a total of **5%** of the remuneration as specified in the SAP Enterprise Support agreement applicable to such calendar quarter.
- Customer bears the responsibility to notify SAP within thirty (30) days after the end of the calendar quarter in which the Failure occurs. No penalties will be paid unless the claim is received by SAP in writing.

1.2.4 SAP Support Advisory Center

For Priority 1 issues, as defined in II.B.1.2.3.a) and Top-Issues directly related to the Enterprise Support Solutions, SAP will name a global contact unit within SAP's support organization (the "Support Advisory Center"). The Support Advisory Center will perform the following tasks:

- Remote support for Top-Issues. The Support Advisory Center will act as an additional escalation level.
- Continuous Quality Check service delivery planning in collaboration with customer IT. This includes scheduling and delivery coordination.
- Remote certification of the SAP Customer Competence Center if requested by customer.
- Provide guidance in cases in which Continuous Quality Checks (as defined below), an action plan and/or written recommendations of SAP show a critical status of the Enterprise Support Solution.

Customer shall name a qualified English-speaking contact for the Support Advisory Center (the "Contact Person") and shall provide contact details (in particular e-mail address and telephone number) by means of which the Contact Person or the authorized representative of such Contact Person can be contacted at any time. The Contact Person must be in a position to make the necessary decisions for the customer or bring about such decisions without undue delay.

The Support Advisory Center will be English speaking and available for the Contact Person or its authorized representative via telephone and e-mail, 24 hours per day, 7 days a week (24*7).

As preparation for the SAP Enterprise Support engagement, especially for the Service Level Agreement and SAP Continuous Quality Check delivery with SAP Solution Manager Enterprise Edition, the Contact Person will, based on SAP standards and documentation, perform jointly with the Support Advisory Center one mandatory set-up service **("Initial Assessment")** for the Enterprise Supported Solutions.

The Support Advisory Center is only responsible for the above mentioned tasks and only if and to the extent these tasks are directly related to issues or escalations regarding the Enterprise Support Solutions.

1.2.5 Continuous Quality Checks

SAP will provide at least one Continuous Quality Check (the "Continuous Quality Check" or "CQC") for each SAP Software Solution per SAP Enterprise Support contract year. The CQC may consist of one or more manual or automatic remote service sessions. SAP may deliver further CQCs in case of vital alerts reported by SAP EarlyWatch® Alert or in case customer and Support Advisory Center mutually agree that such a service is needed to handle a Top-Issue.

Details such as the exact priorities of a CQC shall be mutually agreed upon between the parties. At the end of each CQC SAP will provide customer with an action plan and/or written recommendations

Customer acknowledges that all or parts of the CQC sessions may be delivered by SAP and/or a certified SAP partner acting as SAP's subcontractor and based on SAP standards and methodology.

In the event that the Effective Date is after September 30, customer shall not be entitled to receive the above mentioned services for such calendar year.

1.2.6 Solution Manager Enterprise Edition

For further details refer to Section II.B.5.

1.2.7 Preconditions for SAP Enterprise Support

- Customer shall provide and maintain remote access via a technical standard procedure as defined by SAP and shall grant SAP all necessary authorizations, in particular for problem analysis as part of message handling. Such remote access shall be granted by customer without restrictions regarding the nationality of the SAP employee(s) who process(es) the message or the country in which they are located. Customer acknowledges that failure to grant access may lead to delays in message handling and the provision of corrections, or may render SAP unable to provide help in an efficient manner.
- The necessary software components must be installed for receiving support services. For more details, see SAP Note 91488.
- The SAP Solution Manager Enterprise Edition shall be installed, used productively, and be activated for service delivery. All messages are transmitted to SAP via the then current SAP support infrastructure for customers, which is updated from SAP from time to time.
- A connection between the SAP Solution Manager Enterprise Edition installation at customer's site and SAP; and a connection between the Enterprise Support Solutions and the customer's Solution Manager Enterprise Edition is established.
- The customer maintains the solution landscape in SAP Solution Manager Enterprise Edition at least for all Production Systems and systems connected to the Production Systems. Customer maintains SAP Software Solutions and core business processes in SAP Solution Manager Enterprise Edition at least for the Production Systems. Customer documents any implementation or upgrade projects within the SAP Solution Manager Enterprise Edition. The detailed guidelines for this documentation can be found in the document "Solution Documentation" provided by SAP on the SAP Service Marketplace at http://service.sap.com/supportstandards.
- To fully enable and activate the SAP Solution Manager Enterprise Edition specific enhancements to SAP Solution Manager customer shall adhere to the applicable documentation. For more details, refer to the SAP Service Marketplace at http://service.sap.com/solutionmanager.
- SAP EarlyWatch® Alert is activated at least for the Production Systems and is transmitting data to the productive SAP Solution Manager. To set up this service, see SAP Note 207223.
- The Initial Assessment as described in Section II.B.1.2.4. has been performed successfully and customer has correctly implemented all the recommendations of SAP classified as mandatory.

- English-speaking counterparts as described in Sections II.B.1.2.3.d) and II.B.1.2.4. have been provided.

1.2.8 Termination of SAP Enterprise Support

The relevant contractual provisions of the respective software license agreement apply for the termination of SAP Enterprise Support. However, the customer must always have all of its installations supported in full or terminate SAP Enterprise Support completely.

In the event the customer elects not to commence SAP Enterprise Support upon the initial delivery of the Software, or SAP Enterprise Support is otherwise declined for some period of time, and is subsequently requested or reinstated, SAP will invoice the customer the accrued fees associated with such time period plus a reinstatement fee.

1.3. SAP Standard Support

Starting July 5, 2008, SAP will **provide SAP Enterprise Support as the only support offering**, priced at 22% of the maintenance base, for all new SAP software purchases (including additional licenses) and migrations. Also, starting July 5, SAP will provide SAP Enterprise Support services in a "staged" approach (i.e., increasing scope of delivery of SAP Enterprise Support consistently across all customers) for all previously purchased SAP software *at no additional cost for the remainder of 2008*, reaching the full SAP Enterprise Support delivery scope January 1, 2009.

Please contract SAP Pricing or Contracts for additional details.

1.4 Special Notice

- SAP Enterprise Support and SAP Standard Support are provided according to the maintenance phases an SAP software release is currently in as stated in http://service.sap.com/releasestrategy.
- Please note that SAP cannot support operating systems, databases and other third-party components, which have run out of support by their suppliers. The customer may have to upgrade to more recent versions of his operating systems and databases. SAP will only be able to support operating systems, databases and other third-party components if the respective vendor offers an extension of support for his product. If this extension is defined as chargeable by the vendor, SAP may offer the extension of support for products of these vendors if licensed via SAP. Pricing is available upon request. (Details on vendor offerings will be published at http://service.sap.com/maintenance.)
- Customer acknowledges that its failure to utilize the support services provided by SAP under SAP Enterprise Support or the Proactive Remote Services (such as: SAP GoingLive™ Check, SAP EarlyWatch® Check, SAP EarlyWatch® Alert) under SAP Standard Support may prevent SAP from being able to identify and assist in the correction of potential problems which, in turn, could result in unsatisfactory software performance.
- Third-party software licensed from SAP means any software owned by a third party and licensed to SAP for distribution a) as part of an SAP application (embedding) b) by SAP on a resale or license base as Product Option, Supplementary Product or separate component (reselling). SAP Enterprise Support covers support for third-party software.

  Support for such third-party software includes, for example, message handling and upgrades to a higher version of the third-party software if required. SAP's message handling infrastructure provides the single point of access for message creation and message handling. The third-party vendors are integrated into this infrastructure.

If the licensing agreement between SAP and a third-party vendor is terminated, support for this vendor's third-party software will be provided through SAP according to the defined support processes until the end of the wind-down period agreed upon between SAP and the third-party vendor.

2. SAP MaxAttention™

SAP MaxAttention provides for a collaborative engagement between customers and SAP with focus on reduction of total cost of operations and technical risk mitigation during the different project phases (implementation, upgrade and operations).

The goal of SAP MaxAttention is to provide the customer with the best technical quality management, technical account management and support services tailored to his needs. SAP front office experts will be an integral part of the customer's project management organization and operations and will provide the customer with a privileged channel into SAP's support and development organization to make sure that any mission critical issue is effectively driven to resolution.

SAP MaxAttention provides an enhanced level of support to SAP customers and is on top of SAP Enterprise Support or SAP Standard Support. Thus an SAP Enterprise Support or an SAP Standard Support agreement (see section II.B.1) between SAP and customer is a prerequisite to purchase SAP MaxAttention.

SAP MaxAttention is tailored to the need and demands of the entire application management lifecycle with the following focus areas: implementation, operation and upgrade.

The following components can be part of a SAP MaxAttention contract:

- Management engagement and executive sponsorship

  As part of SAP's MaxAttention management engagement SAP will establish a front office and assign one or more technical quality managers, based on customers' requirements. They are responsible for managing on-site service delivery and act as the customer's main point of contact. Within SAP MaxAttention, the technical quality managers can call on solution, technology, and development experts, as well as service and support specialists from SAP's global network. Executive sponsorship within Active Global Support is included as part of SAP MaxAttention.

- Joint balanced score card review

  On a quarterly basis there will be a balanced score card review focusing on business process, usability, cost of operations and performance and availability improvement. Key Performance indicators in those areas are defined at the beginning of the engagement. The reviews and actions derived will have SAP executive attention.

- Expert services along the application management lifecycle

  SAP MaxAttention combines the comprehensive service portfolio of SAP Active Global Support consisting of SAP Safeguarding services and SAP Expertise on Demand. The services will be tailored exactly to customer needs and focus areas and will be delivered through a combination of onsite team(s), being part of the front office, supported by a global remote SAP back office organization and SAP engineering teams in all time zones.

  Expert services may include services focused on End-to-End Solution Operations standards.

  SAP Empowering Workshops aim at providing expertise required to optimally operate and continually optimize a customer's SAP Solution, by providing knowledge transfer and by empowering customers to analyze and resolve complex issues in IT Service & Application Management.

- Service level agreement tailored to customer needs

  SAP MaxAttention can also include a service level agreement for customer support messages.

In summary the benefits of MaxAttention are:

- Technical risk mitigation and the best technical account management during implementation, operations and upgrade
- Reduced total cost of ownership through reduced cost of operations
- Optimized solution that can be optimally operated
- Services to implement Solution Operations
- Increased uptime, enhanced performance, greater data consistency, and improved maintainability - which all contribute to a lower cost of operations
- Empowerment of and knowledge transfer to customers IT staff.

3. SAP Safeguarding

SAP Safeguarding aims at mitigating technical risk during implementation, upgrade, migration or operations. Core business processes, interfaces and key modifications are verified in order to improve the performance, data consistency and availability of the customer's solution.

SAP Safeguarding builds on SAP's experience in root cause analysis and in-depth knowledge of improving existing SAP system architectures and empowering the customer to run its operations based on SAP best practices. SAP Safeguarding establishes the basic conditions for minimizing risk through proactive prioritization and assessment, thereby safeguarding the technical feasibility and operation of the specific customer solution.

With SAP Safeguarding, SAP offers technical quality management for supporting complex and critical projects with services that are tailored to the specific project needs.

SAP Safeguarding provides an enhanced level of support to SAP customers to specific customer projects and is based on SAP Enterprise Support or SAP Standard Support. Thus an SAP Enterprise Support or SAP Standard Support agreement (see section II.B.1) between SAP and customer is a prerequisite to purchase SAP Safeguarding.

SAP Safeguarding is tailored to the needs and demands of the entire application management lifecycle with the following focus areas: Implementation, Upgrade and Mission Critical Support.

All SAP Safeguarding packages are customized services, which include onsite Technical Quality Management, assessment and benchmarking services, solution management optimization services, expertise on demand services (to solve top issues).

The SAP Solution Manager Enterprise Edition shall be installed, used productively and activated for service delivery by SAP Enterprise Support customers; SAP Solution Manager Edition Standard Edition shall be installed, used productively and activated for service delivery by SAP Standard Support customers. For more details refer to the SAP Service Marketplace at http://service.sap.com/solutionmanager.

4. Customer Competence Center

Customers are obliged to establish and maintain a certified Customer Competence Center (CCC).

The CCC is an organizational unit designated by the customer as a central point of contact with SAP inside the customer organization. As a permanent center of expertise, the CCC supports efficient implementation, enhancement, maintenance and quality of business processes and systems related to the SAP Software.

A CCC must support each installation covered by the SAP Software license agreement.

If the software is installed in more than one of the three regions (EMEA, Americas, Asia/Pacific) a CCC may be set up in each region. Only designated CCC employees are entitled to liaise with SAP Active Global Support. SAP Enterprise Support or SAP Standard Support will only be provided to up to three (3) CCC's – one in each region in which SAP software is installed.

The customer must establish a certified CCC within one (1) year of concluding the contract.

To obtain CCC certification by SAP, the CCC undergoes an audit procedure. Detailed information on the initial certification and re-certification process and conditions are available in SAP CCCNet on the SAP Service Marketplace at http://service.sap.com/cccnet.

The CCC must fulfill the following functions:

- Support Desk: Set up and operation of a support desk with a sufficient number of support consultants for basis and applications during normal local working hours (at least 8 hours a day, 5 days a week). The customer support process and skills will be jointly reviewed in the framework of the Service Planning process and the certification audit.
- Contract administration: Contract and license processing in conjunction with SAP (license audit, maintenance billing, release order processing, user master and installation data management).
- Development request coordination: Collection and coordination of development requests from the group and representation of the group's interest at SAP.
- Information management: Distribution of information about the CCC within the group. Organization and performance of internal demonstrations, information events and marketing for SAP solutions.
- Service Planning: The customer engages with SAP regularly in a service planning process. The service planning starts during the initial implementation and will then be continued regularly.

For details of the process, refer to the information in SAP CCCNet on the SAP Service Marketplace at http://service.sap.com/cccnet.

If the customer fails to implement a certified CCC within one year of contract conclusion or fails to comply with the re-certification process, SAP is entitled to charge for SAP Enterprise Support or SAP Standard Maintenance based on the total list price license fee.

5. SAP Solution Manager

SAP Solution Manager is a support application which is available at no additional fee to customers who are covered by SAP's maintenance and support programs. SAP Standard Support customers receive SAP Solution Manager Standard Edition ("**SAP Solution Manager Standard Edition**"); SAP Enterprise Support customers receive more functionality ("**ES Components**") in addition to SAP Solution Manager Standard Edition (collectively, "**SAP Solution Manager Enterprise Edition**"). ES Components are activated separately. ES Components are sitting on top of SAP Solution Manager Standard Edition and cannot function without SAP Solution Manager Standard Edition.

5.1 Usage of SAP Solution Manager Enterprise Edition by SAP Enterprise Support Customers

For details regarding SAP Solution Manager Enterprise Edition use cases please refer to the SAP Service Marketplace under http://service.sap.com/solutionmanager, which SAP – in its sole discretion – will update from time to time

SAP Solution Manager Enterprise Edition may be used by SAP Enterprise Support customers for the following purposes only:

- Delivery of SAP Enterprise Support and support services for Customer Solutions[6] including delivery and installation of software and technology maintenance for Enterprise Support Solutions;
- Service desk for Enterprise Support Solutions and remote diagnostic tools for Customer Solutions;
- Application management for Customer Solutions including implementation, testing, change request management, operations, and continuous improvement for Enterprise Support Solutions; and,
- Administration, monitoring and reporting for Customer Solutions.

The use of the SAP Solution Manager Enterprise Edition is limited to Customer Solutions containing Enterprise Support Solutions supported by SAP Enterprise Support only.

SAP Solution Manager Enterprise Edition shall only be used by the Named Users licensed by the customer and exclusively for the customer's own internal SAP related support purposes.

Use of SAP Solution Manager Enterprise Edition may not be offered by customers as a service to third parties, other than those third parties explicitly mentioned in the contract, even if such third parties have licensed SAP software and have licensed Named Users.

SAP Solution Manager Enterprise Edition may not be used for (i) other purposes than those mentioned, in particular not for the processing of other messages which do not relate to SAP Software Solutions, e.g. the operation of a general support desk (ii) for other scenarios explicitly using SAP CRM and/or (iii) for other SAP NetWeaver usage types than those mentioned above. Scenarios explicitly using SAP CRM are listed in the Cross-Industry SAP Business Map for Customer Relationship Management. The existing SAP NetWeaver usage types are described in the SAP NetWeaver Master Guide (you can find the SAP NetWeaver Master Guide at http://service.sap.com/instguides -> SAP NetWeaver -> Release 2004s -> Installation -> Master Guide).

The right to use any SAP Solution Manager Enterprise Edition capabilities other than those explicitly mentioned above is subject to a separate written agreement with SAP, even if they are contained in or related to SAP Solution Manager Enterprise Edition.

More information is available on the SAP Service Marketplace at http://service.sap.com/solutionmanager -> FAQs. Please contact your sales representative for details.

5.2 Usage of the SAP Solution Manager Standard Edition by SAP Standard Support Customers

SAP Solution Manager Standard Edition may be used by SAP Standard Support customers for the following purposes only:

- the implementation and upgrade of Customer Solutions,
- the delivery of SAP services,
- the monitoring of Customer Solutions,
- the operation of a service desk only for SAP Software and users (for the usage as a general IT service desk, cf. below); and diagnostics only for Customer Solutions,
- for managing change requests solely related to and only within Customer Solutions,
- SAP NetWeaver usage type Business Intelligence for analysis of SAP Solution Manager Standard Edition data

SAP Solution Manager Standard Edition shall only be used by the Named Users licensed by the customer and exclusively for the customer's own internal business purposes.

[6] "Customer Solution" shall mean a group of one or multiple Production Systems running SAP Software and focusing on a specific functional aspect in conjunction with SAP Software.

Use of SAP Solution Manager Standard Edition may not be offered by customers as a service to third parties, other than those third parties explicitly mentioned in the contract, even if such third parties have licensed SAP Software and have licensed Named Users.

SAP Solution Manager Standard Edition may not be used for

- other purposes than those mentioned, in particular not for the processing of other messages which do not relate to Customer Solutions e.g. the operation of a general support desk
- for other scenarios explicitly using SAP CRM and/or
- for other SAP NetWeaver usage types than those mentioned above.

Scenarios explicitly using SAP CRM are listed in the Cross-Industry SAP Business Map for Customer Relationship Management. The existing SAP NetWeaver usage types are described in the SAP NetWeaver Master Guide (you can find the SAP NetWeaver Master Guide at http://service.sap.com/instguides -> SAP NetWeaver-> Release 2004s -> Installation -> Master Guide).

The usage of the SAP Solution Manager Standard Edition service desk as a general IT Service desk requires a separate license.

The right to use any SAP Solution Manager Standard Edition capabilities other than those explicitly mentioned above is subject to a separate written agreement with SAP, even if they are contained in or related to SAP Solution Manager Standard Edition.

More information is available on the SAP Service Marketplace at http://service.sap.com/solutionmanager -> Please contact your sales representative for details.